

2016 Consumer Satisfaction Survey

RESPONSE RATE													Return Rate Prior Years				
	Closed Successfully 26-0												Survey Monkey / Mail	IVRS Electronic / Mail	Mail	Mail	Mail
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate	2015	2014	2013	2012	2011
October	0	0	0	0	0	0	0	0	0	0%	0%	0%					
November	0	0	0	0	0	0	0	0	0	0%	0%	0%					
December	135	212	347	23	20	43	5	0	5	18%	9%	13%					
January	69	92	161	16	6	22	3	0	3	24%	7%	14%					
February	63	106	169	12	0	12	4	0	4	20%	0%	7%					
March	92	123	215	23	11	34	3	0	3	26%	9%	16%					
April	63	80	143	11	22	33	4	0	4	19%	28%	24%					
May	56	82	138	13	19	32	4	0	4	25%	23%	24%					
June	90	115	205	17	9	26	4	0	4	20%	8%	13%					
July	65	100	165	19	7	26	5	0	5	32%	7%	16%					
August	96	111	207	32	1	33	1	0	1	34%	1%	16%					
September	178	297	475	33	46	79	12	0	12	20%	15%	17%					
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%					
Total	907	1318	2225	199	141	340	45	0	45	23%	11%	16%	15%	8%	20%	16%	25%
	Closed Unsuccessfully 28-0																
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate					
October	0	0	0	0	0	0	0	0	0	0%	0%	0%					
November	0	0	0	0	0	0	0	0	0	0%	0%	0%					
December	229	232	461	23	11	34	27	0	27	11%	5%	8%					
January	75	59	134	9	1	10	6	0	6	13%	2%	8%					
February	85	88	173	5	0	5	12	0	12	7%	0%	3%					
March	82	102	184	13	3	16	9	0	9	18%	3%	9%					
April	84	76	160	9	6	15	12	0	12	13%	8%	10%					
May	70	71	141	10	4	14	9	0	9	16%	6%	11%					
June	87	102	189	5	6	11	9	0	9	6%	6%	6%					
July	97	67	164	6	7	13	5	0	5	7%	10%	8%					
August	123	105	228	9	0	9	11	0	11	8%	0%	4%					
September	83	98	181	9	7	16	8	0	8	12%	7%	9%					
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%					
Total	1015	1000	2015	98	45	143	108	0	108	11%	5%	7%	7%	4%	12%	8%	15%
	Closed Successfully 26-0 and Unsuccessfully 28-0																
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate					
October	0	0	0	0	0	0	0	0	0	0%	0%	0%					
November	0	0	0	0	0	0	0	0	0	0%	0%	0%					
December	364	444	808	46	31	77	32	0	32	14%	7%	10%					
January	144	151	295	25	7	32	9	0	9	19%	5%	11%					
February	148	194	342	17	0	17	16	0	16	13%	0%	5%					
March	174	225	399	36	14	50	12	0	12	22%	6%	13%					
April	147	156	303	20	28	48	16	0	16	15%	18%	17%					
May	126	153	279	23	23	46	13	0	13	20%	15%	17%					
June	177	217	394	22	15	37	13	0	13	13%	7%	10%					
July	162	167	329	25	14	39	10	0	10	16%	8%	12%					
August	219	216	435	41	1	42	12	0	12	20%	0%	10%					
September	261	395	656	42	53	95	20	0	20	17%	13%	15%					
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%					
Total	1922	2318	4240	297	186	483	153	0	153	17%	8%	12%	11%	6%	17%	13%	21%

2016 Consumer Satisfaction Survey

1. I am satisfied with the way my counselor related to me?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	273	80%	81	57%	354	73%	82%	59%	76%
Mostly True	48	14%	35	24%	83	17%	13%	19%	15%
Mostly Untrue	10	3%	11	8%	21	4%	2%	6%	3%
Untrue	9	3%	16	11%	25	5%	2%	16%	6%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is nearly 1 in 5.

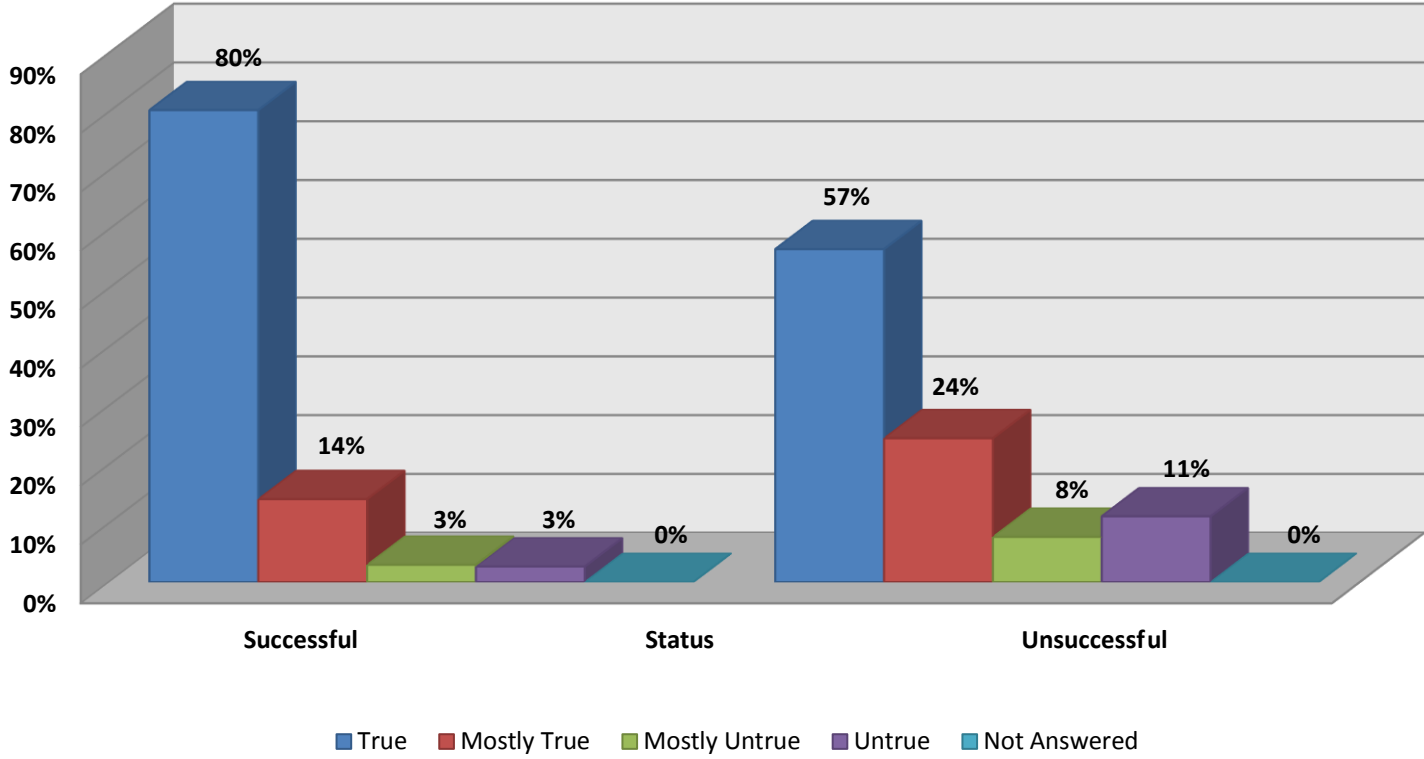
94%, 321 of 340 were satisfied with the way their counselor related to them.

6%, 19 of 340 were NOT satisfied with the way their counselor related to them.

81%, 116 of 143 were satisfied with the way their counselor related to them.

19%, 27 of 143 were NOT satisfied with the way their counselor related to them

1. I am satisfied with the way my counselor related to me?



2. My counselor took my concerns seriously?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	274	81%	86	60%	360	75%	83%	63%	79%
Mostly True	52	15%	26	18%	78	16%	12%	14%	13%
Mostly Untrue	7	2%	15	10%	22	5%	2%	10%	4%
Untrue	6	2%	15	10%	21	4%	1%	13%	4%
Not Answered	1	0%	1	1%	2	0%	1%	0%	0%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is 1 in 5.

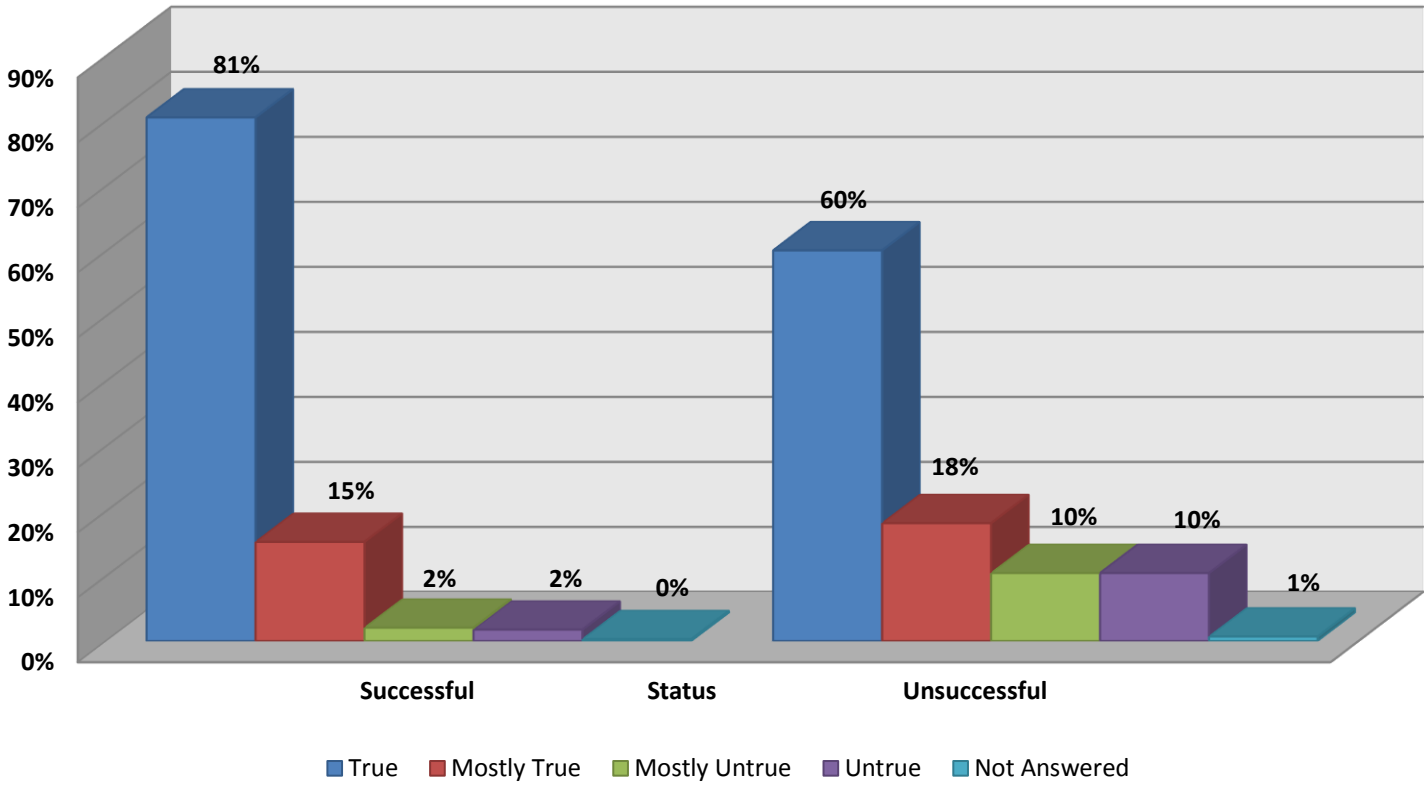
96%, 326 of 340 had counselors who took their concerns seriously.

4%, 13 of 340 had counselors who did NOT take their concerns seriously.

78%, 112 of 143 had counselors who took their concerns seriously.

21%, 30 of 143 had counselors who did NOT take their concerns seriously.

2. My counselor took my concerns seriously?



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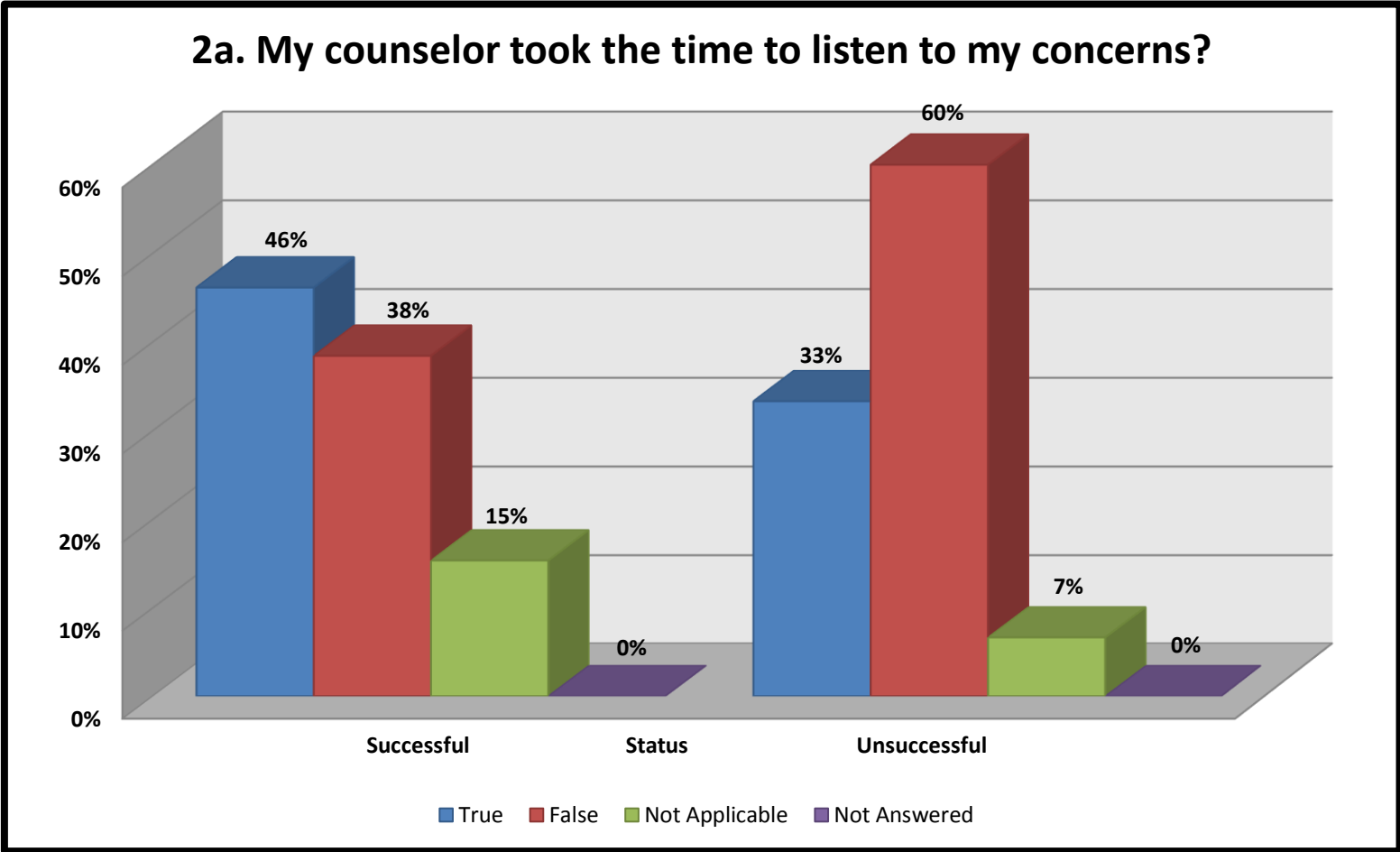
2a. My counselor took the time to listen to my concerns?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	6	46%	10	33%	16	37%	25%	16%	19%
False	5	38%	18	60%	23	53%	58%	72%	68%
Not Applicable	2	15%	2	7%	4	9%	8%	12%	11%
Not Answered	0	0%	0	0%	0	0%	8%	0%	3%
Total	13	100%	30	100%	43	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

1% 5 of 13 of 340 had counselors that did NOT take the time to listen to my concerns

13% of 18 of 30 of 143 had counselors that did NOT take the time to listen to my concerns



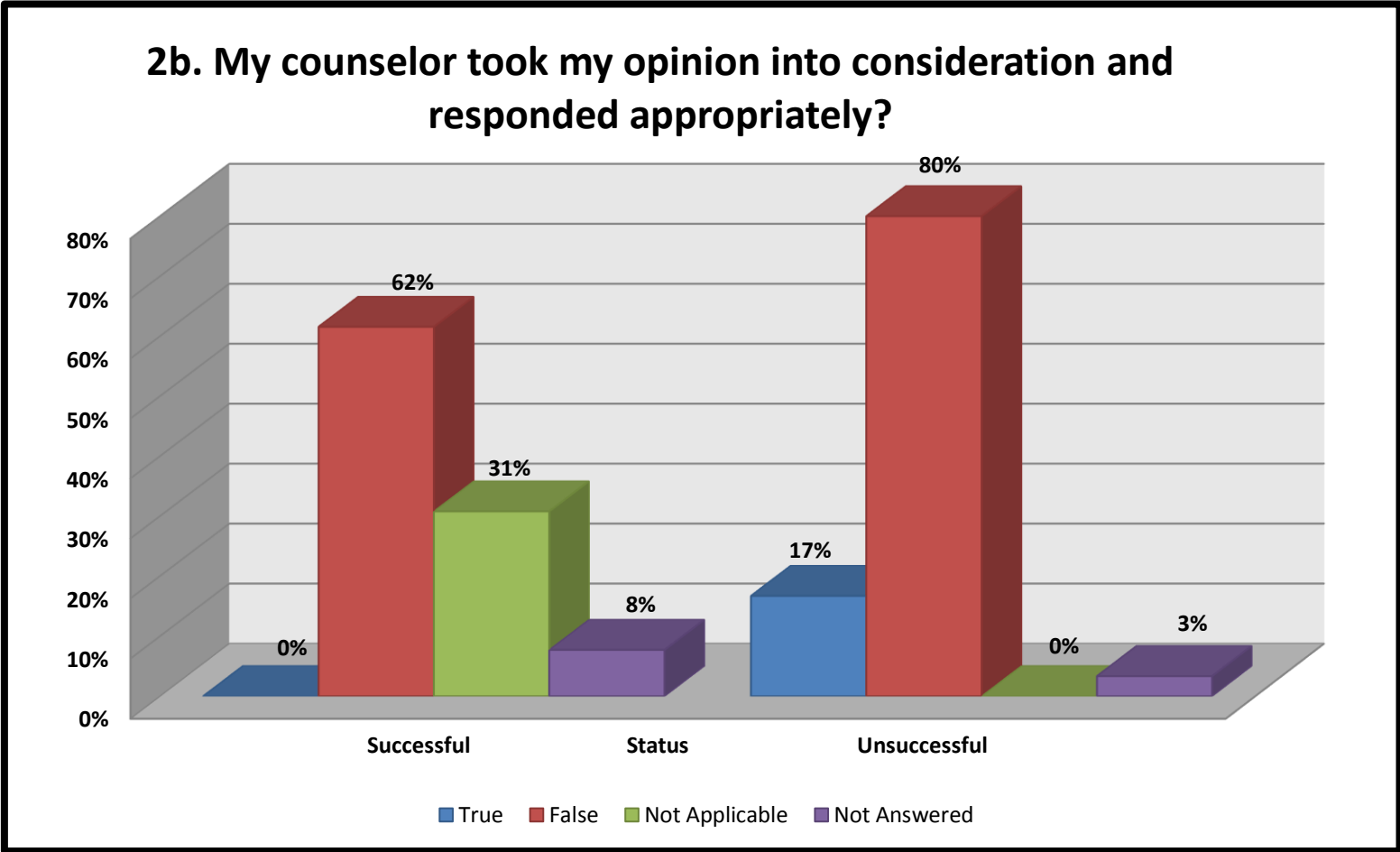
2b. My counselor took my opinion into consideration and responded appropriately?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	5	17%	5	12%	25%	4%	11%
False	8	62%	24	80%	32	74%	58%	84%	76%
Not Applicable	4	31%	0	0%	4	9%	8%	8%	8%
Not Answered	1	8%	1	3%	2	5%	8%	4%	5%
Total	13	100%	30	100%	43	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is almost 1 in 6.

2%, 8 of 13 of 340 had counselor did NOT take their opinion into consideration and/ or responded appropriately

17% 24 of 30 of 143 had counselor did NOT take their opinion into consideration and/ or responded appropriately



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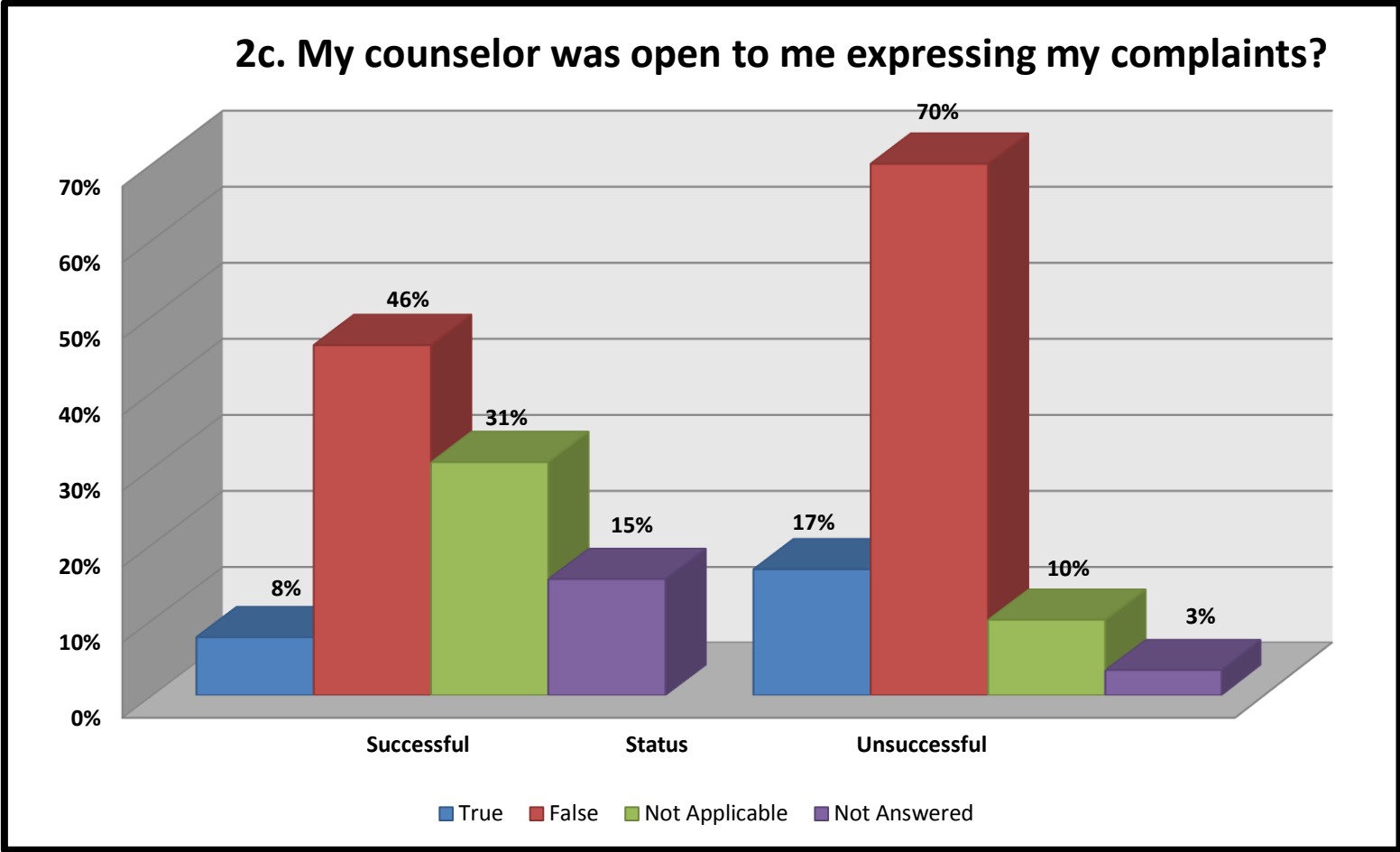
2c. My counselor was open to me expressing my complaints?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	8%	5	17%	6	14%	17%	12%	14%
False	6	46%	21	70%	27	63%	58%	80%	73%
Not Applicable	4	31%	3	10%	7	16%	17%	8%	11%
Not Answered	2	15%	1	3%	3	7%	8%	0%	3%
Total	13	100%	30	100%	43	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is almost 1 in 7.

2%, 6 of 3 of 340 had counselors who were NOT open to their expressing their complaints

15%, 21 of 30 of 143 had counselors who were NOT open to their expressing their complaints



3. My counselor understood my needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	260	76%	85	59%	345	71%	80%	51%	73%
Mostly True	63	19%	26	18%	89	18%	14%	24%	17%
Mostly Untrue	7	2%	15	10%	22	5%	3%	10%	5%
Untrue	8	2%	16	11%	24	5%	1%	13%	4%
Not Answered	2	1%	1	1%	3	1%	2%	1%	2%
Total	340	100%	143	100%	483	100%	100%	100%	100%

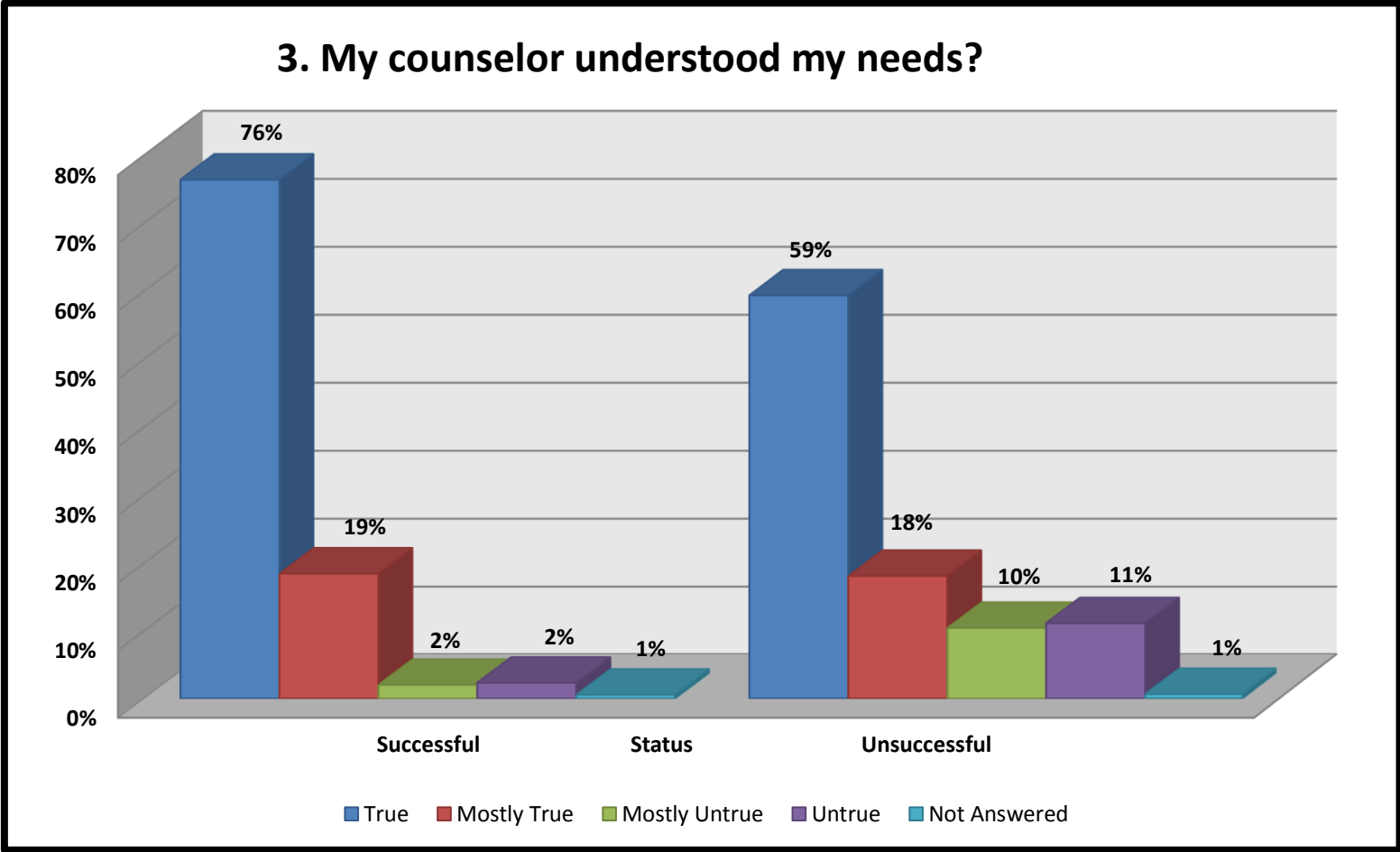
Not really an issue for consumers with successful placements. But those without a placement is 1 in 5.

95%, 323 of 340 had counselors who understood their needs

4%, 15 of 340 had counselors who did NOT understand their needs

78%, 111 of 143 had counselors who understood their needs

22%, 31 of 143 had counselors who did NOT understand their needs



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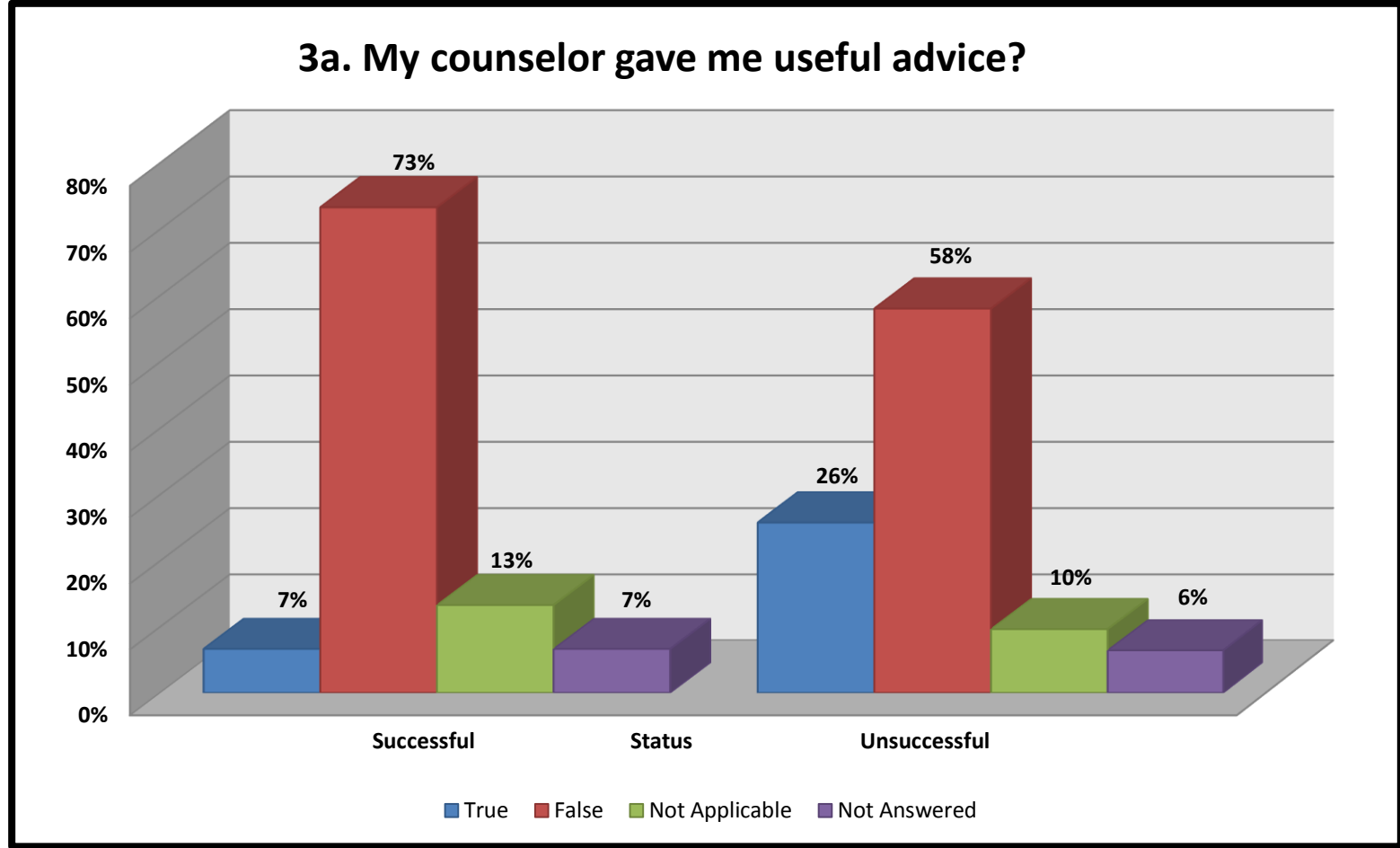
3a. My counselor gave me useful advice?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	7%	8	26%	9	20%	27%	12%	18%
False	11	73%	18	58%	29	63%	60%	80%	73%
Not Applicable	2	13%	3	10%	5	11%	13%	8%	10%
Not Answered	1	7%	2	6%	3	7%	0%	0%	0%
Total	15	100%	31	100%	46	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

3%, 11 of 15 of 340 did NOT find counselor's advice useful

13%, 18 of 31 of 143 did NOT find counselor's advice useful



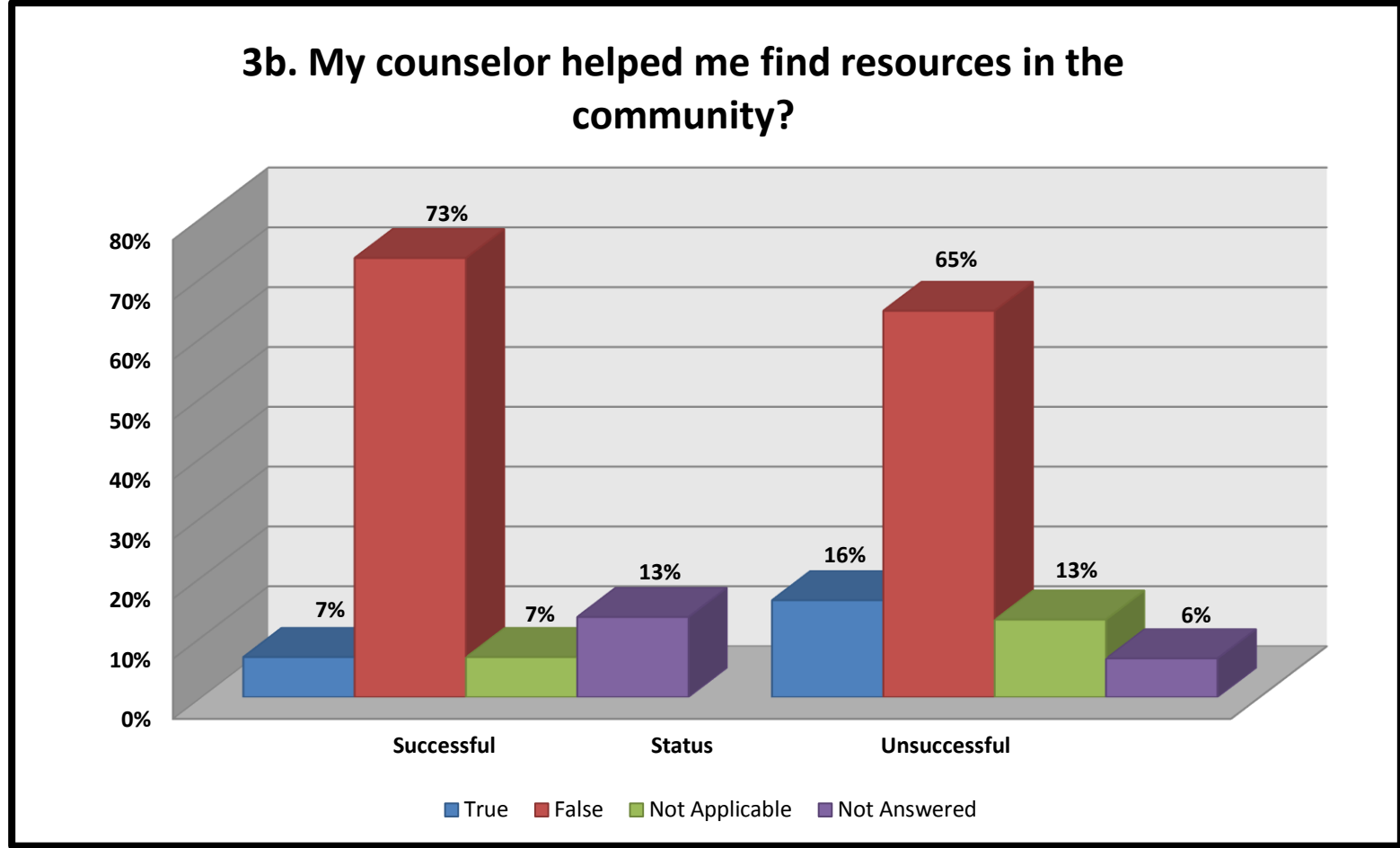
3b. My counselor helped me find resources in the community?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	7%	5	16%	6	13%	13%	4%	8%
False	11	73%	20	65%	31	67%	67%	84%	78%
Not Applicable	1	7%	4	13%	5	11%	20%	12%	15%
Not Answered	2	13%	2	6%	4	9%	0%	0%	0%
Total	15	100%	31	100%	46	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

3%, 11 of 15 of 340 did NOT believe counselor helped them find resources in the community

14% 20 of 31 of 143 did NOT believe counselor helped them find resoureces in the community



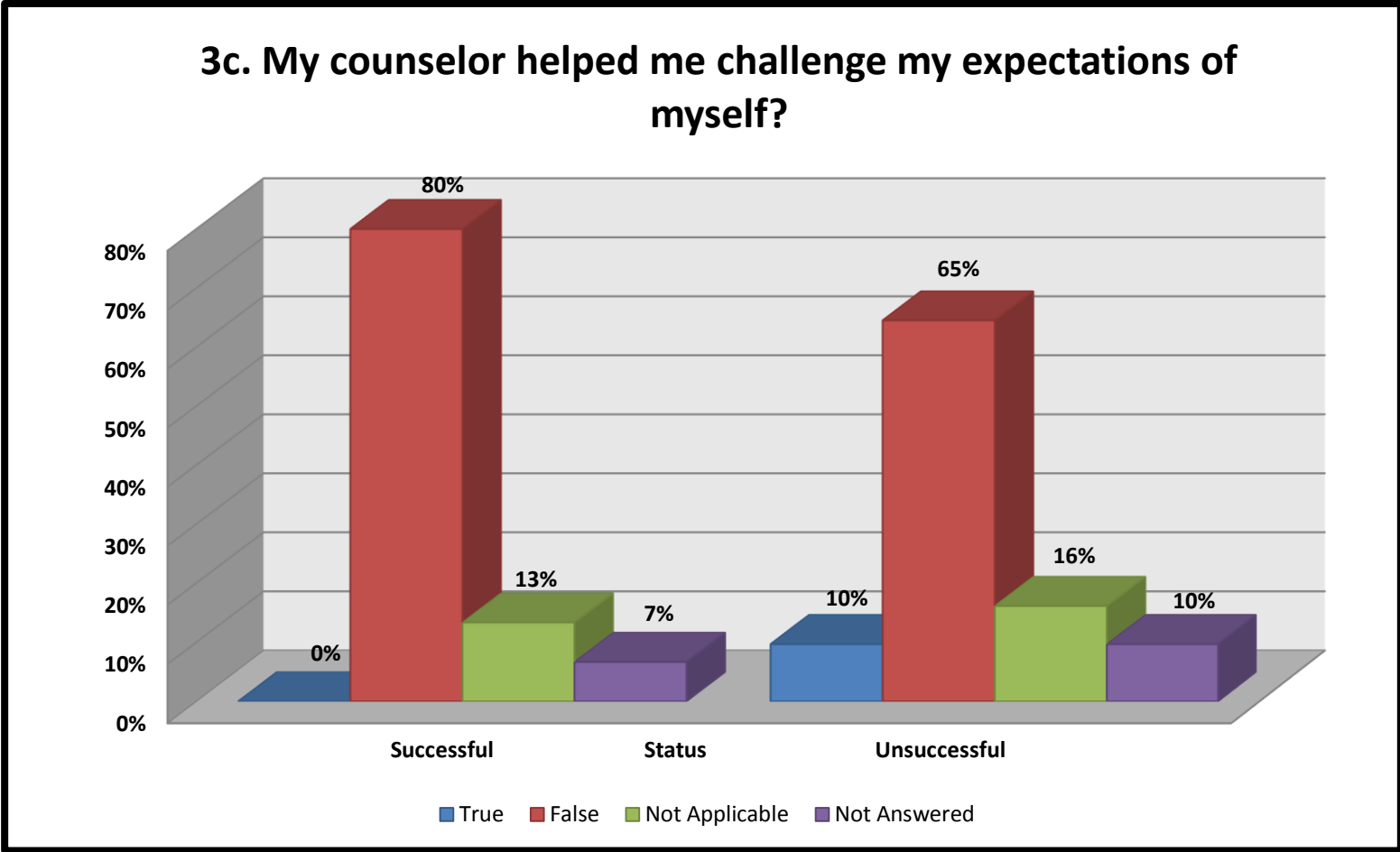
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3c. My counselor helped me challenge my expectations of myself?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	3	10%	3	7%	13%	0%	5%
False	12	80%	20	65%	32	70%	67%	88%	80%
Not Applicable	2	13%	5	16%	7	15%	20%	12%	15%
Not Answered	1	7%	3	10%	4	9%	0%	0%	0%
Total	15	100%	31	100%	46	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is just under 1 in 7.

4%, 12 of 15 of 340 did NOT find that their counselor helped them to challenge their expectations of themselves
14%, 20 of 31 of 143 did NOT find that their counselor helped them to challenge their expectations of themselves

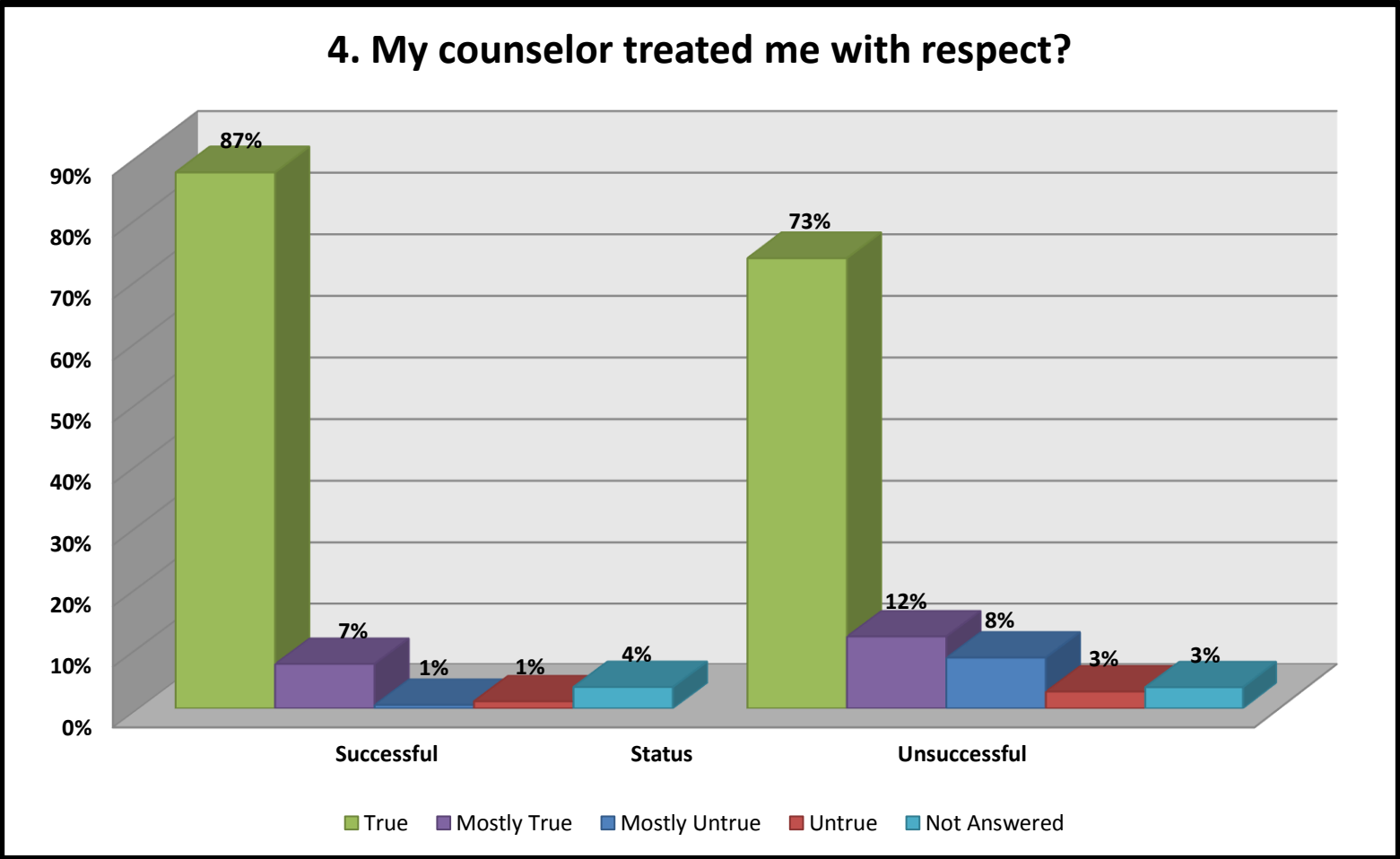


4. My counselor treated me with respect?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	297	87%	105	73%	402	83%	89%	68%	84%
Mostly True	25	7%	17	12%	42	9%	6%	14%	8%
Mostly Untrue	2	1%	12	8%	14	3%	1%	6%	2%
Untrue	4	1%	4	3%	8	2%	1%	8%	3%
Not Answered	12	4%	5	3%	17	4%	3%	5%	3%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue...very low percentage of those who felt disrespected.

95% 322 of 340 felt their counselors treated with respect
2% 6 of 340 felt their counselors did NOT treat them with respect
85% 122 of 143 felt their counselors treated with respect
11% 16 of 143 felt their counselors did NOT treat them with respect



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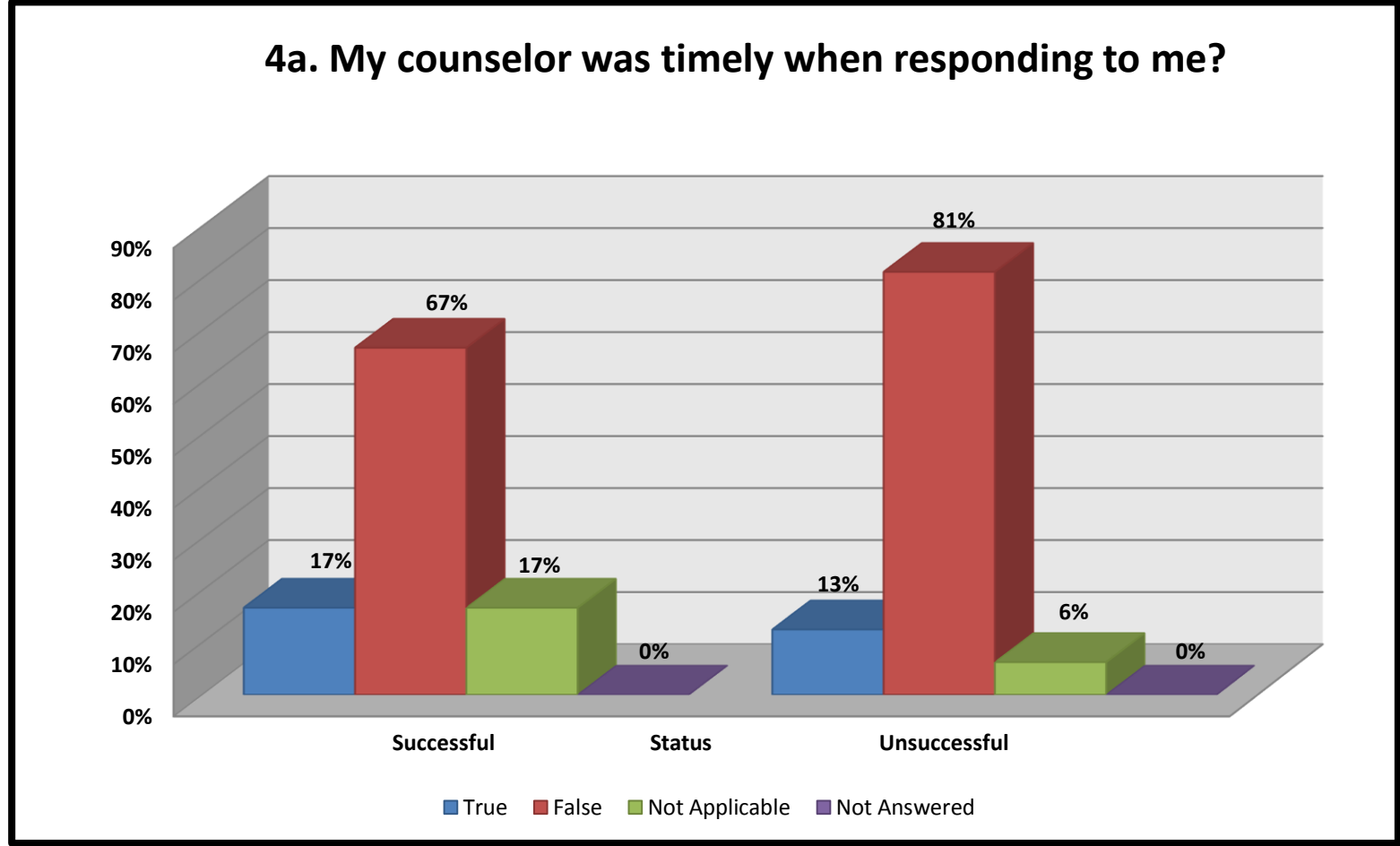
4a. My counselor was timely when responding to me?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	17%	2	13%	3	14%	25%	13%	17%
False	4	67%	13	81%	17	77%	63%	80%	74%
Not Applicable	1	17%	1	6%	2	9%	13%	7%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	6	100%	16	100%	22	100%	100%	100%	100%

Not really an issue... low percentage for either successfully or unsuccessfully placed consumers.

1%, 4 of 5 of 340 had counselors who did NOT respond timely

9%, 13 of 16 of 143 had counselors who did NOT respond timely



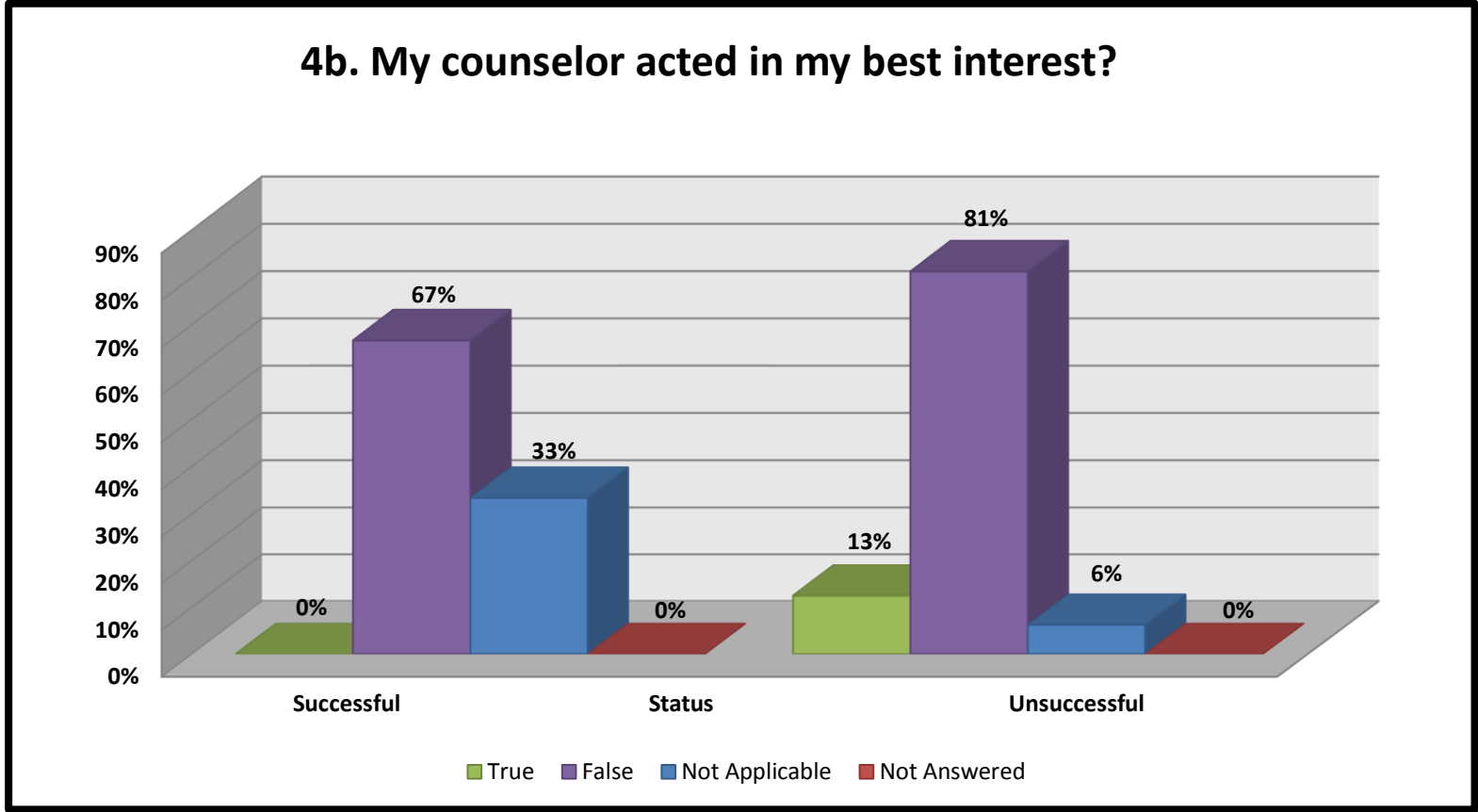
4b. My counselor acted in my best interest?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	2	13%	2	9%	0%	7%	4%
False	4	67%	13	81%	17	77%	75%	93%	87%
Not Applicable	2	33%	1	6%	3	14%	25%	0%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	6	100%	16	100%	22	100%	100%	100%	100%

Not really an issue...very low percentage for either successfully or unsuccessfully placed consumers.

1%, 4 of 6 of 340 had counselors who did NOT act in their best interest

9%, 13 of 16 of 143 had counselors who did NOT act in their best interest



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4c. My counselor respected my culture?

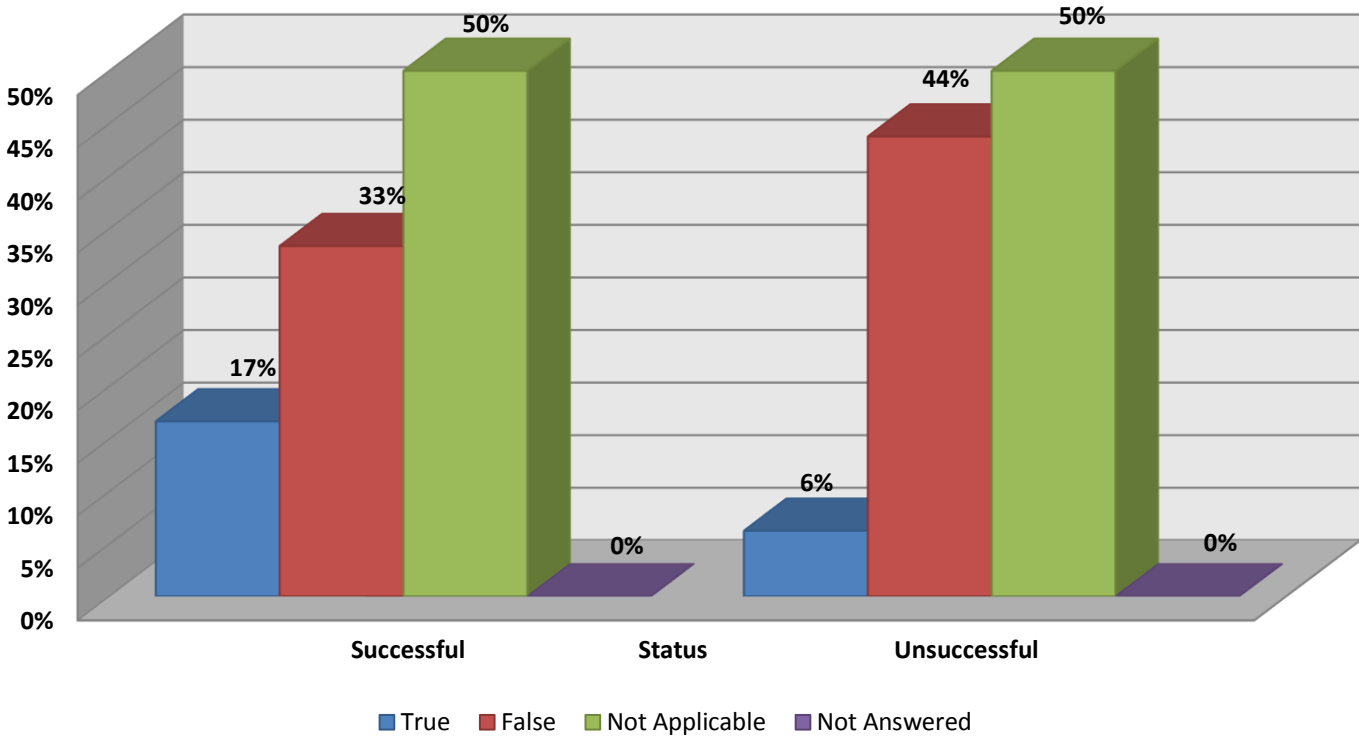
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	17%	1	6%	2	9%	13%	0%	4%
False	2	33%	7	44%	9	41%	50%	73%	65%
Not Applicable	3	50%	8	50%	11	50%	38%	27%	30%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	6	100%	16	100%	22	100%	100%	100%	100%

Not really an issue...one of the lowest percentages in the whole survey...

.5%, 2 of 6 of 340 had counselors who did NOT respect their culture

5%, 7 of 16 of 143 had counselors who did NOT respect their culture

4c. My counselor respected my culture?



5. My counselor involved me in decision-making?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	276	81%	89	62%	365	76%	83%	64%	79%
Mostly True	37	11%	21	15%	58	12%	11%	15%	12%
Mostly Untrue	7	2%	16	11%	23	5%	1%	9%	3%
Untrue	6	2%	11	8%	17	4%	2%	9%	4%
Not Answered	14	4%	6	4%	20	4%	3%	3%	3%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is just under 1 in 5.

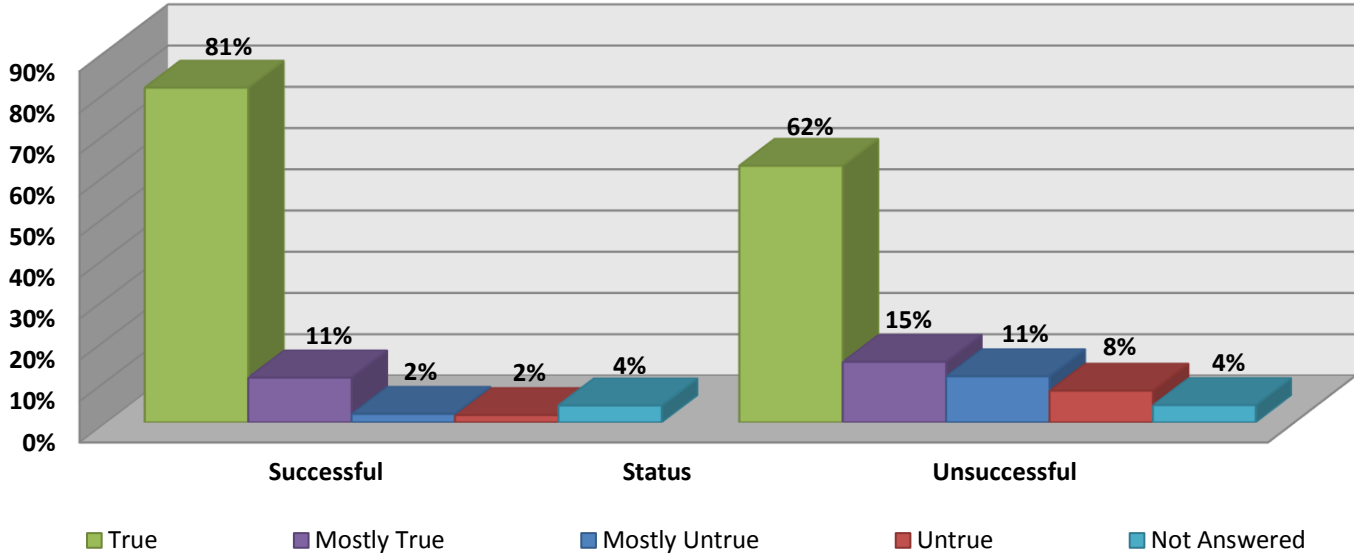
92%, 313 of 340 had counselors involved in their decision-making

4%, 13 of 340 had counselors NOT involved in their decision-making

77%, 110 of 143 had counselors involved in their decision-making

19%, 27 of 143 had counselors NOT involved in their decision-making

5. My counselor involved me in decision-making?



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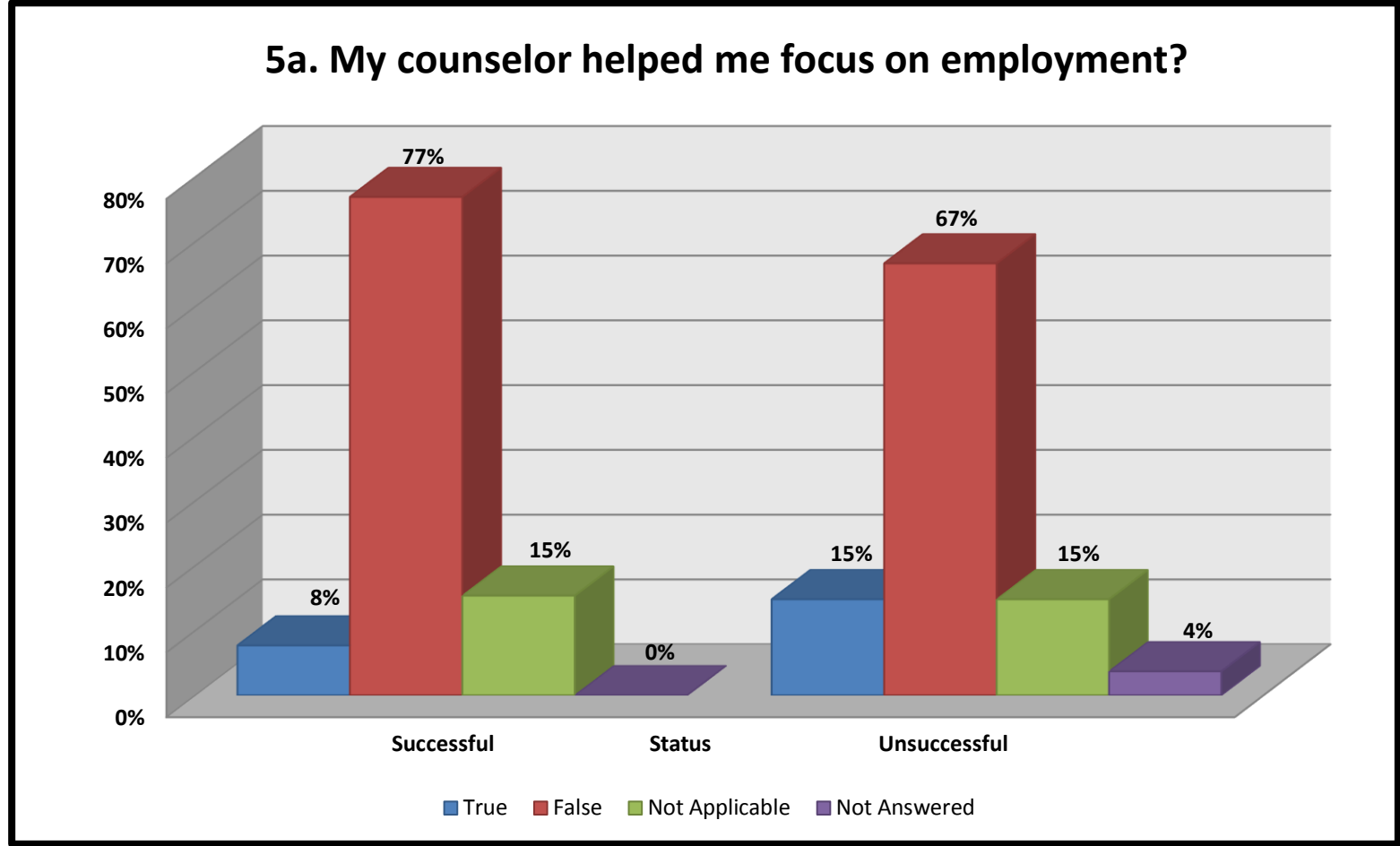
5a. My counselor helped me focus on employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	8%	4	15%	5	13%	36%	5%	16%
False	10	77%	18	67%	28	70%	55%	85%	74%
Not Applicable	2	15%	4	15%	6	15%	9%	10%	10%
Not Answered	0	0%	1	4%	1	3%	0%	0%	0%
Total	13	100%	27	100%	40	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

3%, 10 of 13 of 340 did NOT feel the counselors helped them focus on employment

13%, 18 of 27 of 143 did NOT feel the counselors helped them focus on employment



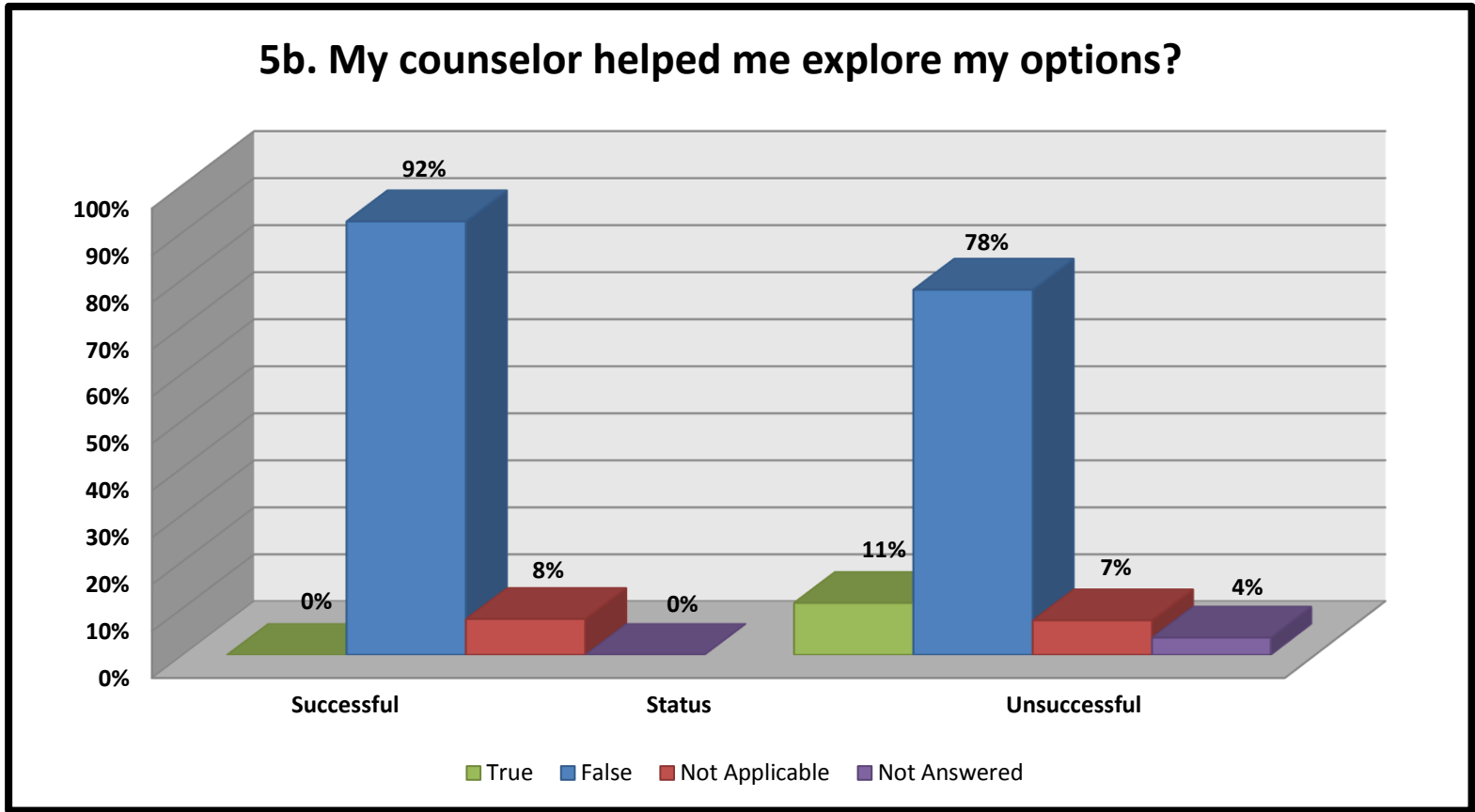
5b. My counselor helped me explore my options?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	3	11%	3	8%	0%	5%	3%
False	12	92%	21	78%	33	83%	82%	95%	90%
Not Applicable	1	8%	2	7%	3	8%	18%	0%	6%
Not Answered	0	0%	1	4%	1	3%	0%	0%	0%
Total	13	100%	27	100%	40	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

4%, 12 of 13 of 340 did NOT feel the counselors helped them explore options

15%, 21 of 27 of 143 did NOT feel the counselors helped them explore options



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5c. My counselor helped me understand the pros and cons of my decision?

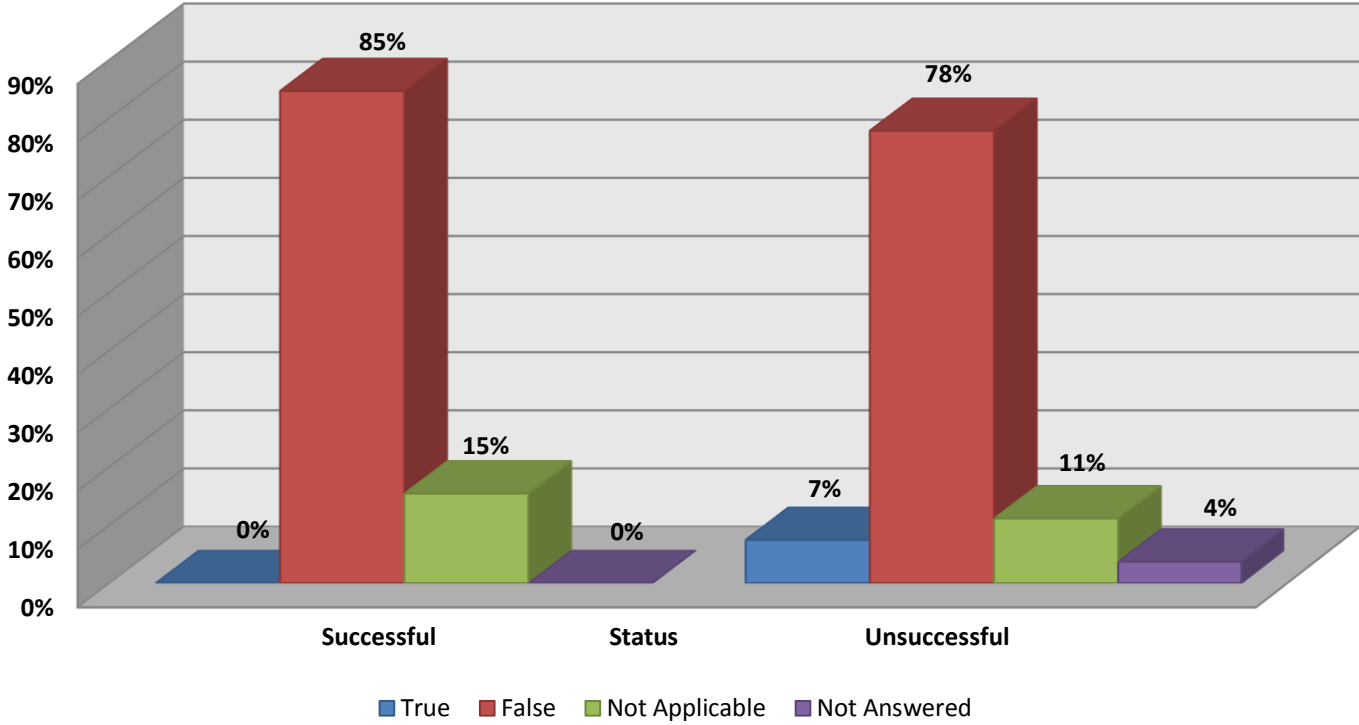
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	2	7%	2	5%	9%	0%	3%
False	11	85%	21	78%	32	80%	73%	100%	90%
Not Applicable	2	15%	3	11%	5	13%	18%	0%	6%
Not Answered	0	0%	1	4%	1	3%	0%	0%	0%
Total	13	100%	27	100%	40	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And those without a placement is under 1 in 7.

3%, 11 of 13 of 340 did NOT feel the counselors helped them understand the pros and cons of their decisions

15%, 21 of 27 of 143 did NOT feel the counselors helped them understand the pros and cons of their decisions

5c. My counselor helped me understand the pros and cons of my decision?



6. I am satisfied with how well VR prepared me for employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	238	70%	70	49%	308	64%	70%	47%	64%
Mostly True	62	18%	28	20%	90	19%	19%	19%	19%
Mostly Untrue	14	4%	14	10%	28	6%	3%	13%	6%
Untrue	17	5%	26	18%	43	9%	4%	19%	8%
Not Answered	9	3%	5	3%	14	3%	4%	2%	3%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Very high in unsatisfied for those without employment

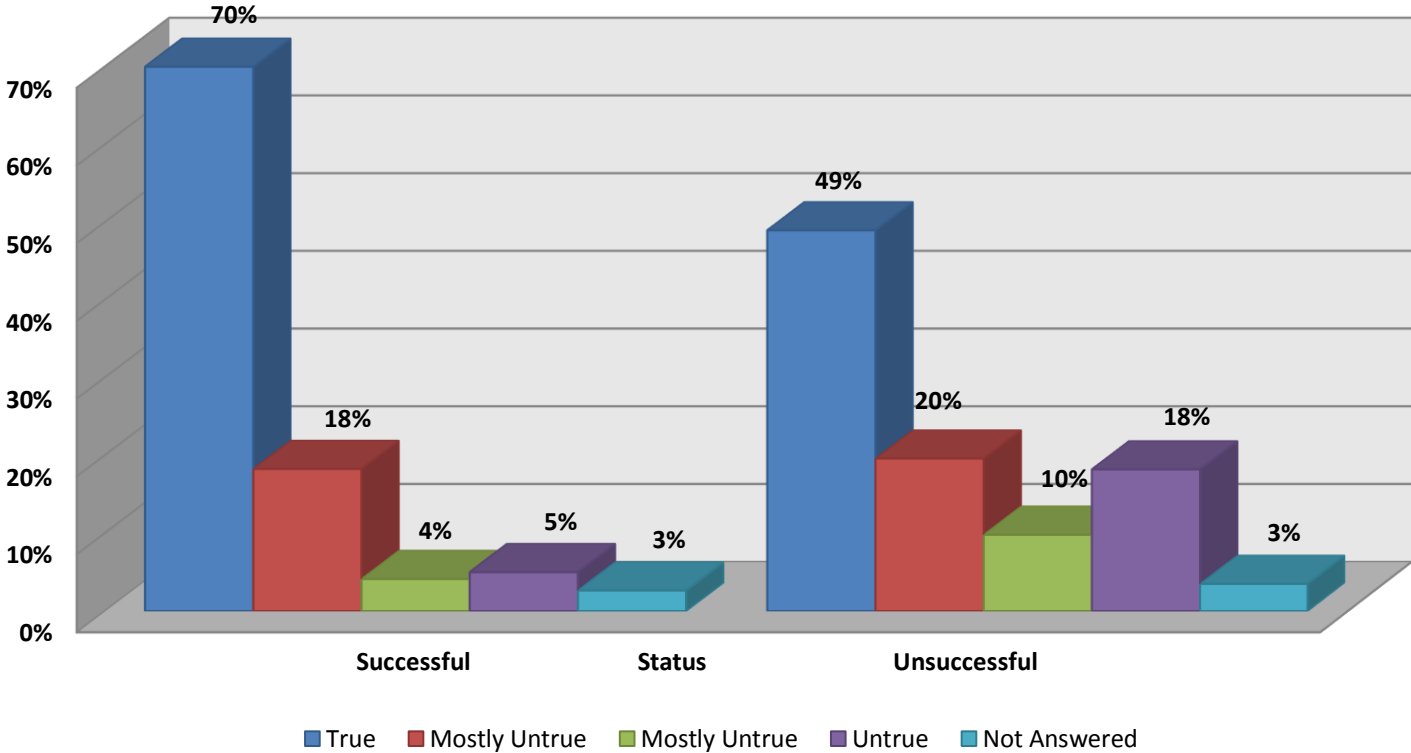
88%, 300 of 340 felt satisfied with how well VR prepared them for employment

9%, 31 of 340 felt UNSatisfied with how well VR prepared them for employment

69%, 98 of 143 felt satisfied with how well VR prepared them for employment

28%, 40 of 143 felt UNSatisfied with how well VR prepared them for employment

6. I am satisfied with how well VR prepared me for employment?



2016 Consumer Satisfaction Survey

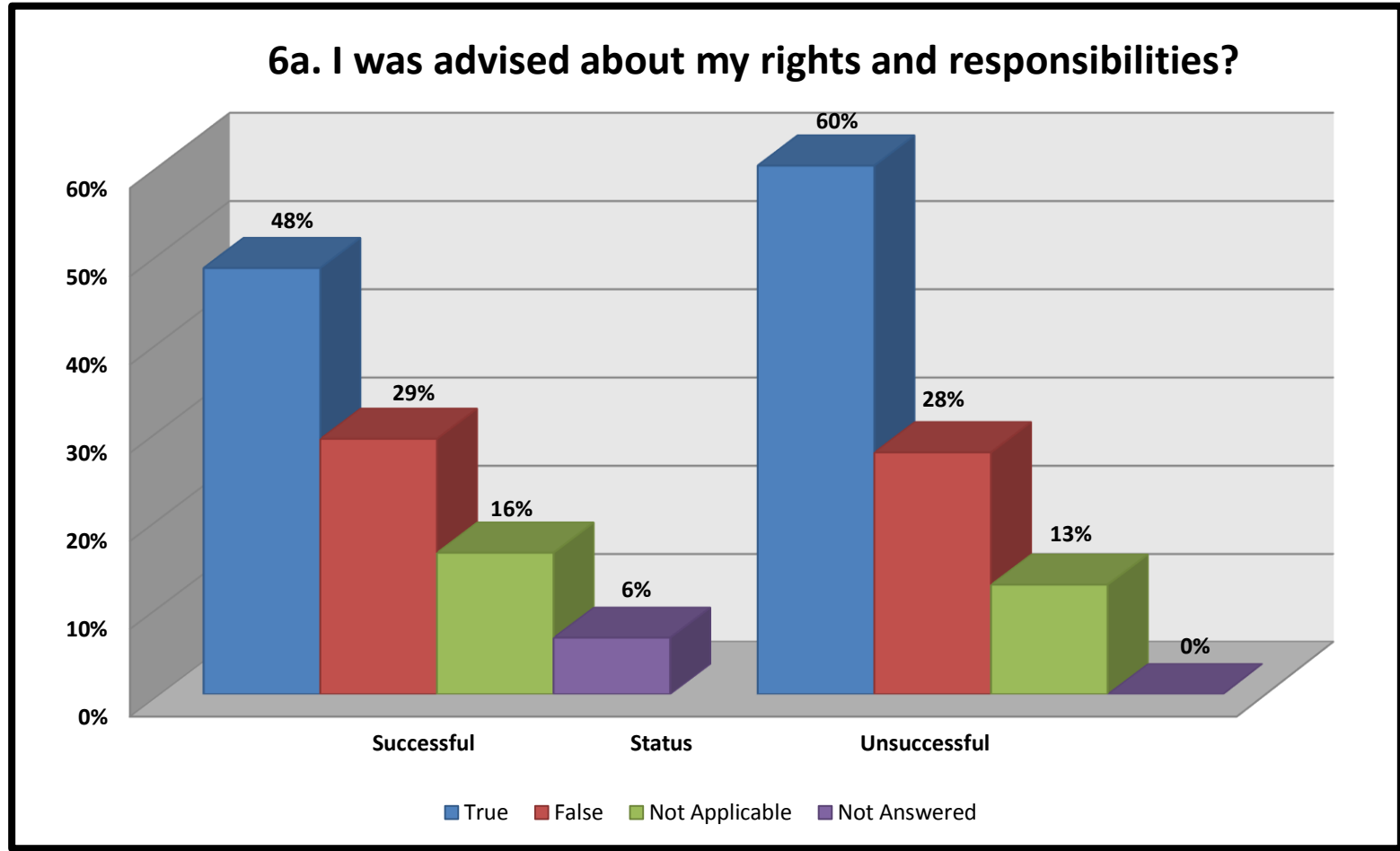
6a. I was advised about my rights and responsibilities?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	15	48%	24	60%	39	55%	50%	43%	46%
False	9	29%	11	28%	20	28%	38%	37%	38%
Not Applicable	5	16%	5	13%	10	14%	12%	20%	16%
Not Answered	2	6%	0	0%	2	3%	0%	0%	0%
Total	31	100%	40	100%	71	100%	100%	100%	100%

Not really an issue for consumers...

3%, 9 of 31 of 340 was NOT advised about their rights and responsibilities

8%, 11 of 40 of 143 was NOT advised about their rights and responsibilities



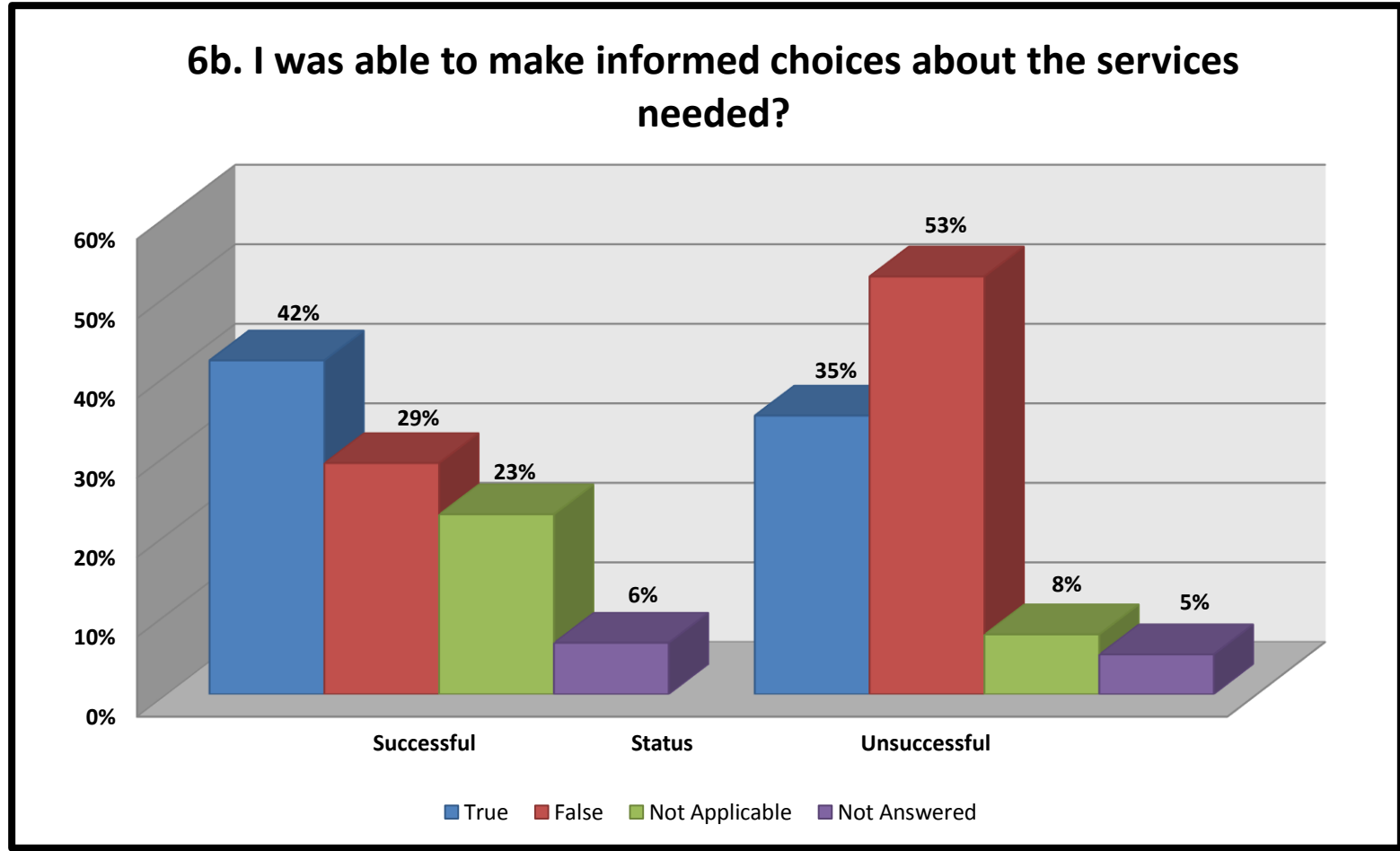
6b. I was able to make informed choices about the services needed?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	13	42%	14	35%	27	38%	38%	23%	30%
False	9	29%	21	53%	30	42%	50%	69%	61%
Not Applicable	7	23%	3	8%	10	14%	8%	9%	8%
Not Answered	2	6%	2	5%	4	6%	4%	0%	2%
Total	31	100%	40	100%	71	100%	100%	100%	100%

15%, 21 of 143 did not feel able to make an informed choice about the services they needed!

3%, 9 of 31 of 340 Unable to make informed choices about the services needed

15%, 21 of 40 of 143 Unable to make informed choices about the services needed



2016 Consumer Satisfaction Survey

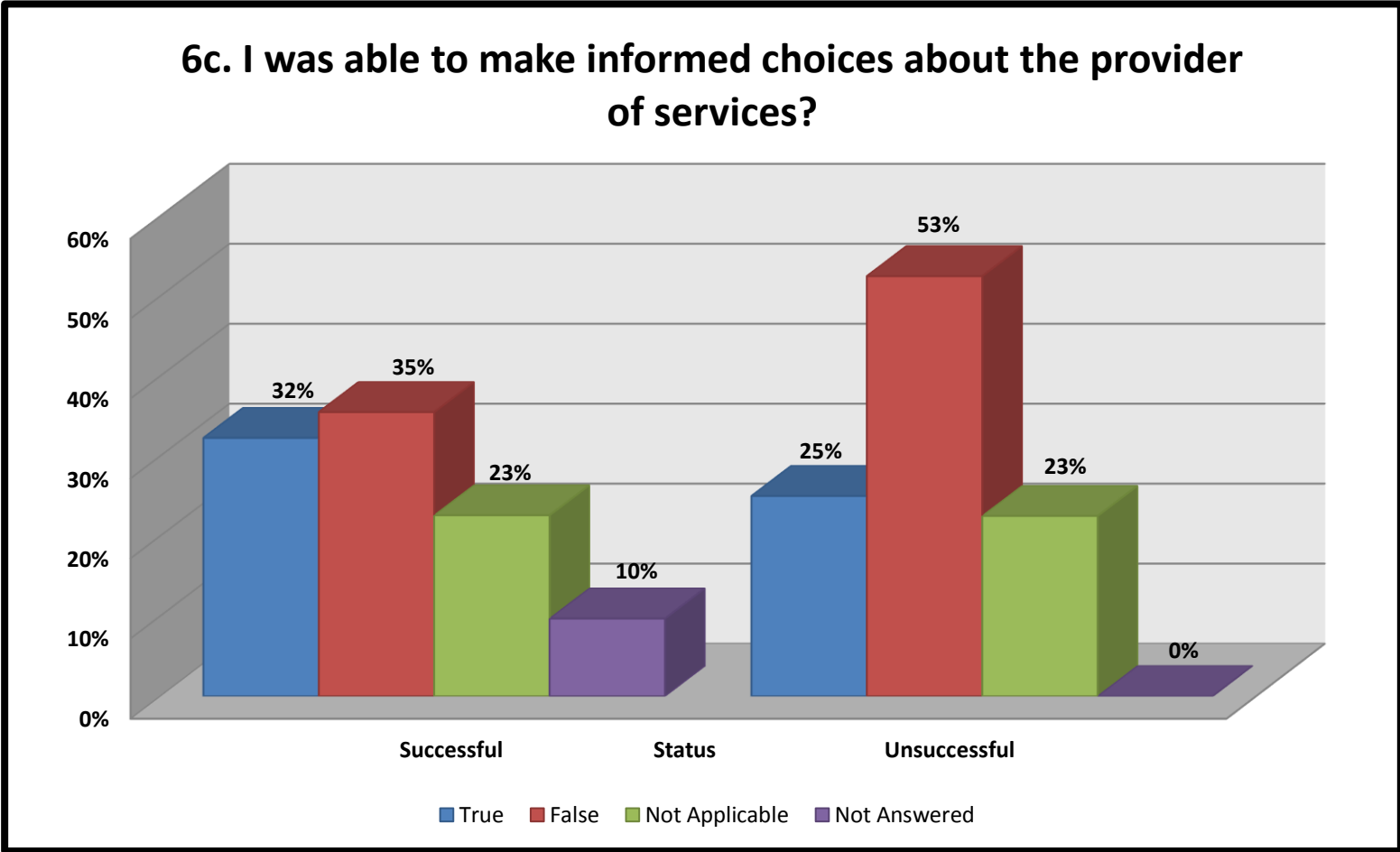
6c. I was able to make informed choices about the provider of services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	10	32%	10	25%	20	28%	46%	31%	38%
False	11	35%	21	53%	32	45%	42%	60%	52%
Not Applicable	7	23%	9	23%	16	23%	8%	9%	8%
Not Answered	3	10%	0	0%	3	4%	4%	0%	2%
Total	31	100%	40	100%	71	100%	100%	100%	100%

15%, 21 of 143 UNable to make informed choices about the provider of services

3%, 11 of 31 of 340 UNable to make informed choices about the provider of services

15%, 21 of 40 of 143 UNable to make informed choices about the provider of services



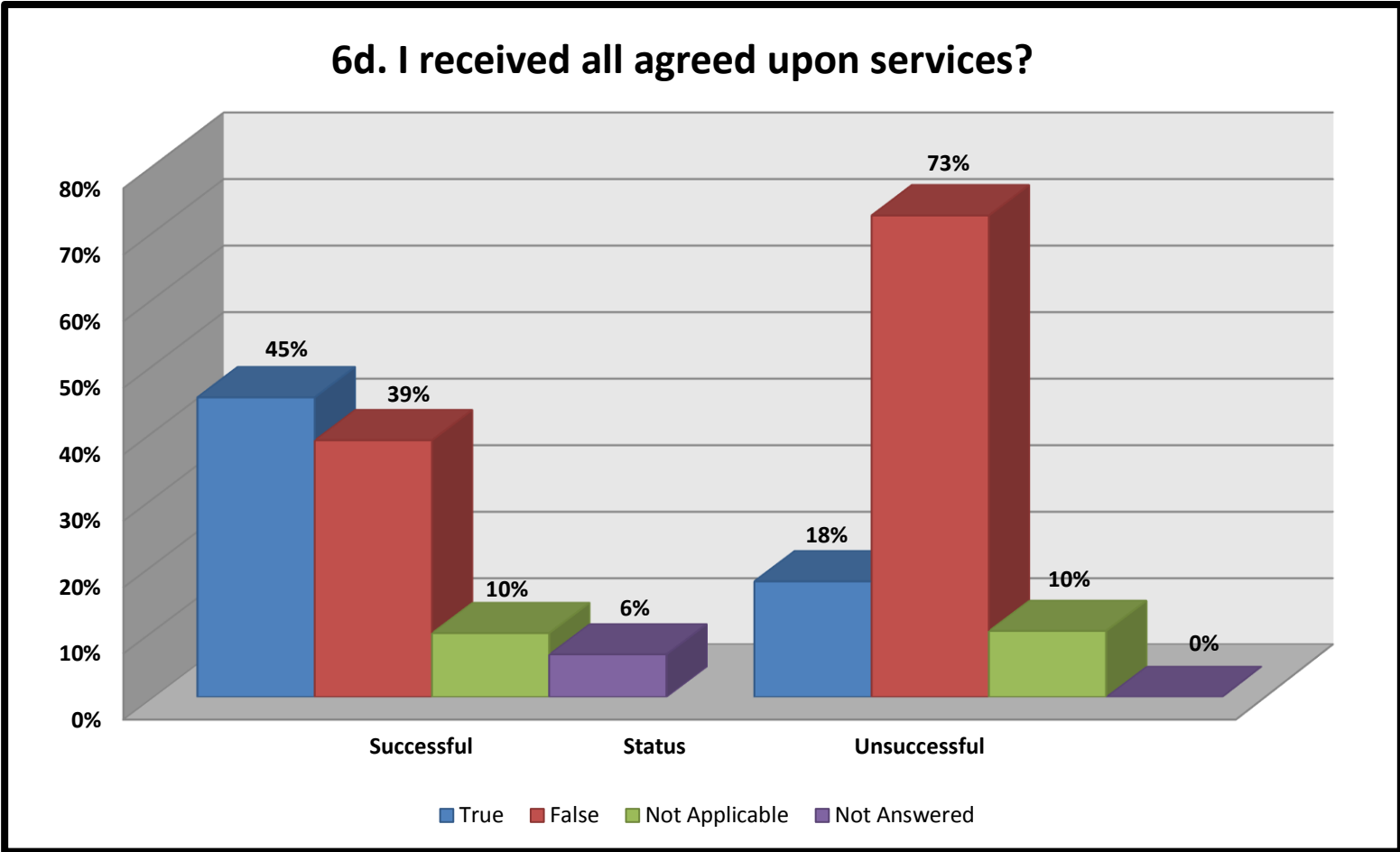
6d. I received all agreed upon services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	14	45%	7	18%	21	30%	42%	23%	31%
False	12	39%	29	73%	41	58%	50%	54%	52%
Not Applicable	3	10%	4	10%	7	10%	8%	20%	15%
Not Answered	2	6%	0	0%	2	3%	0%	3%	2%
Total	31	100%	40	100%	71	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And those without a placement is 1 in 5.

4%, 12 of 31 of 340 did NOT receive all agreed upon services

20%, 29 of 40 of 143 did NOT receive all agreed upon services



2016 Consumer Satisfaction Survey

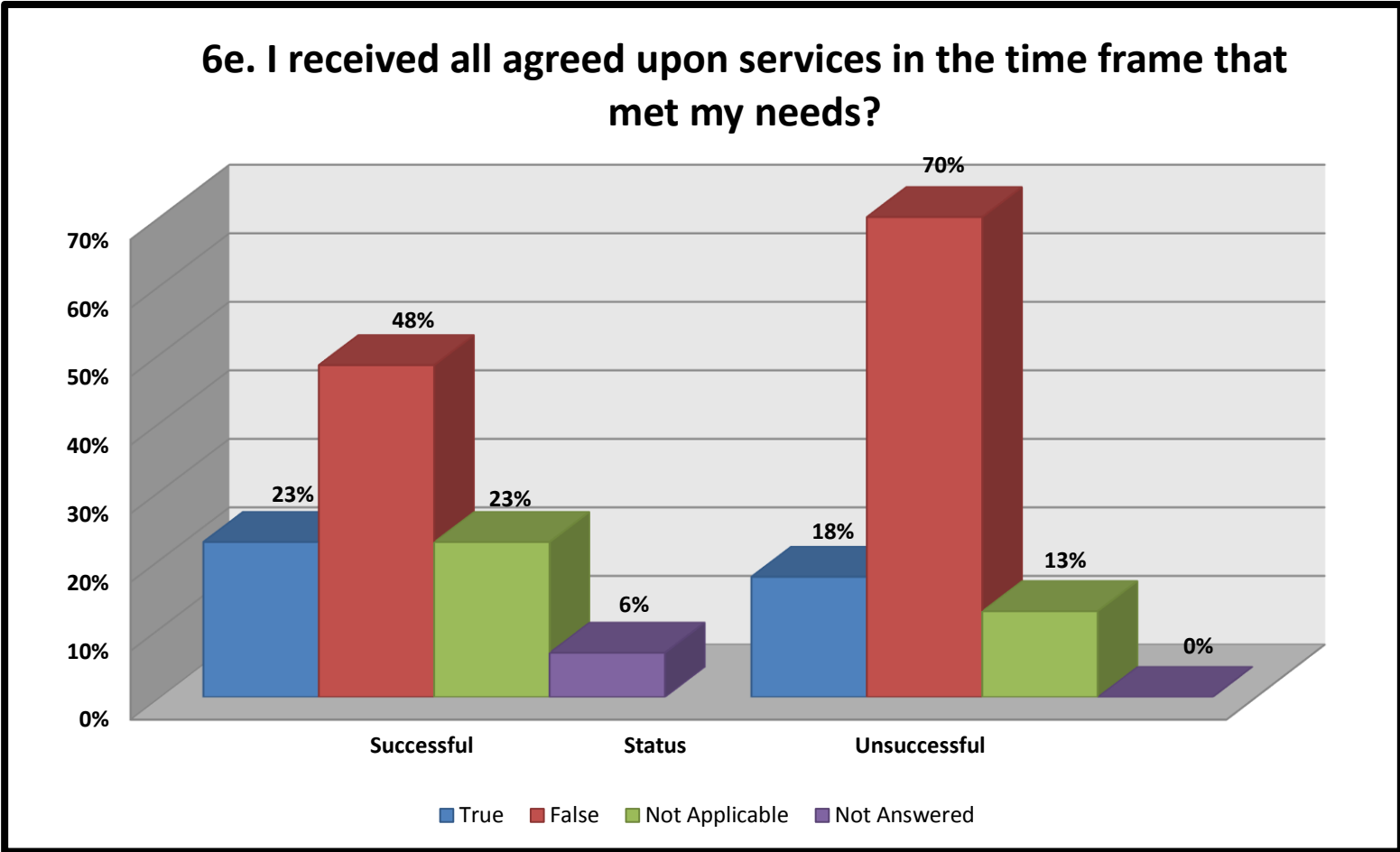
6e. I received all agreed upon services in the time frame that met my needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	7	23%	7	18%	14	20%	27%	17%	21%
False	15	48%	28	70%	43	61%	62%	71%	67%
Not Applicable	7	23%	5	13%	12	17%	12%	11%	11%
Not Answered	2	6%	0	0%	2	3%	0%	0%	0%
Total	31	100%	40	100%	71	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And those without a placement is 1 in 5.

4%, 15 of 31 of 340 did NOT receive all agreed upon services in the time frame that met their needs

20%, 28 of 40 of 143 did NOT receive all agreed upon services in the time frame that met their needs



7. I am employed or more prepared for employment because of the services I received?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	223	66%	57	40%	280	58%	70%	32%	61%
Mostly True	65	19%	26	18%	91	19%	19%	22%	19%
Mostly Untrue	12	4%	16	11%	28	6%	4%	15%	7%
Untrue	26	8%	39	27%	65	13%	4%	28%	10%
Not Answered	14	4%	5	3%	19	4%	3%	3%	3%
Total	340	100%	143	100%	483	100%	100%	100%	100%

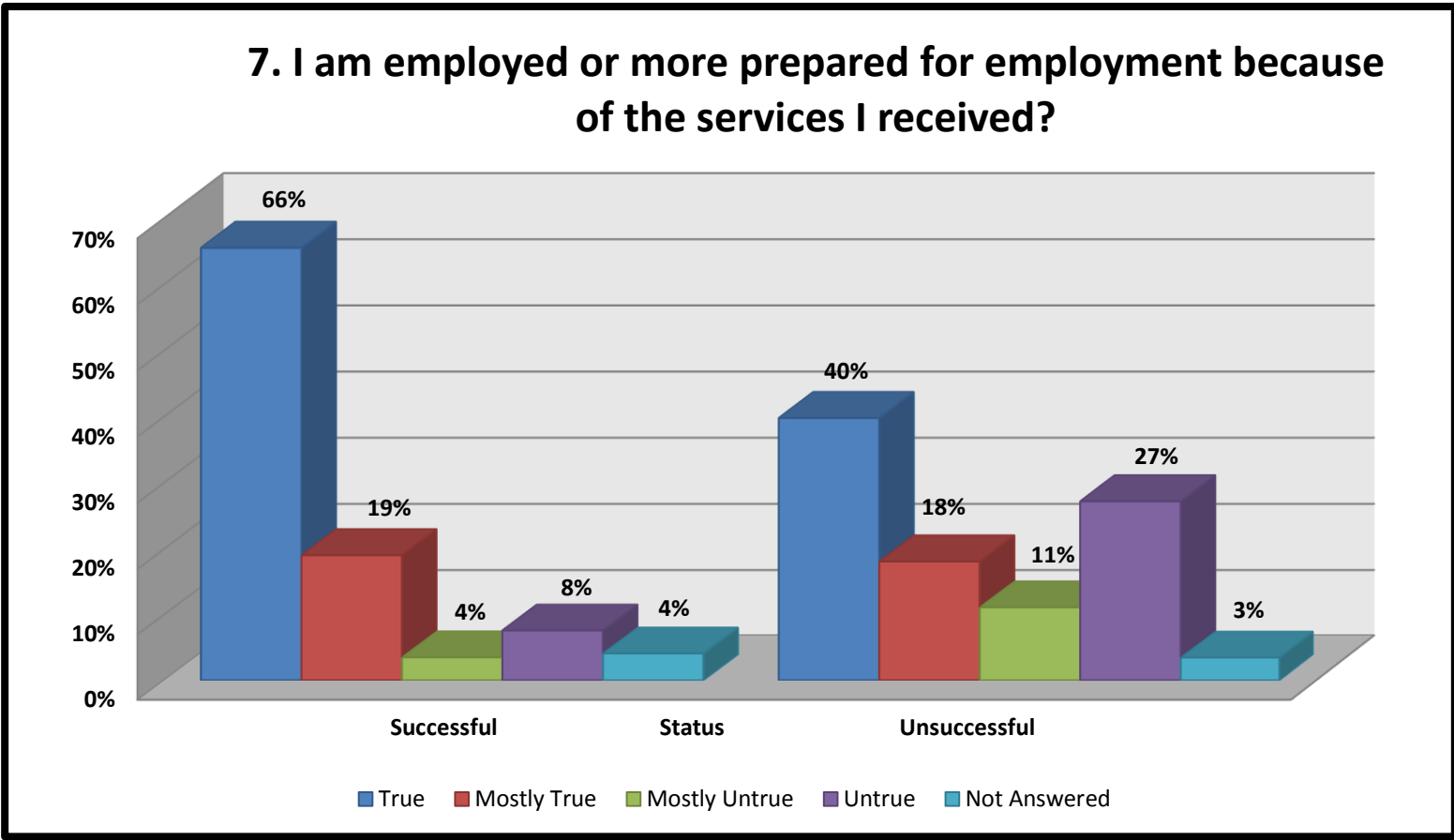
Pretty high negative of those not employed (over a third) 38%

85%, 288 of 340 employed or more prepared for employment because of the services they received

11%, 38 of 340 employed but do NOT percieve this was because of the services they received

58%, 83 of 143 not employed or more preparedness for employment because of the services they received

38%, 55 of 143 not employed and do NOT perceive preparedness because of the services received



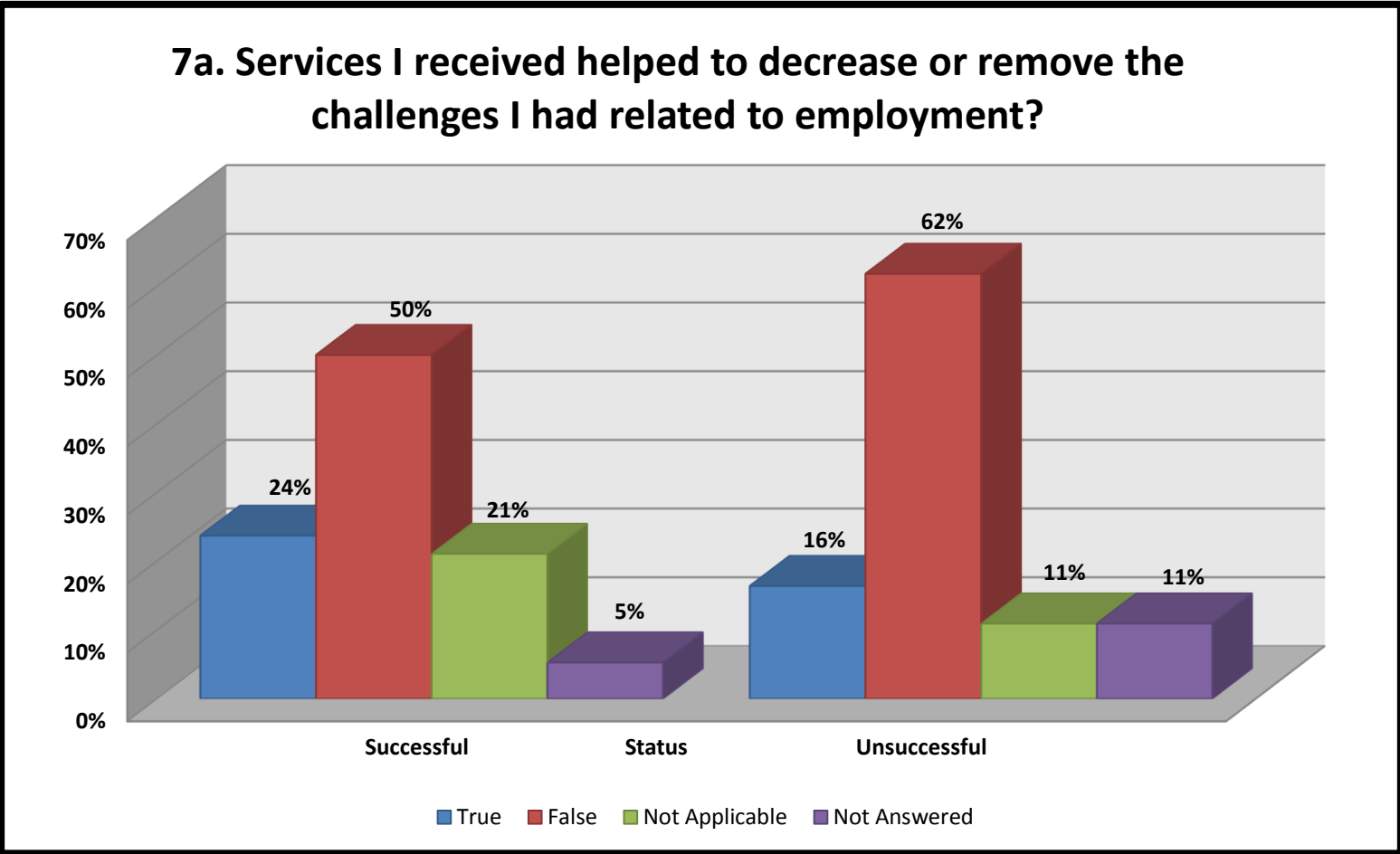
2016 Consumer Satisfaction Survey

7a. Services I received helped to decrease or remove the challenges I had related to employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	9	24%	9	16%	18	19%	11%	9%	9%
False	19	50%	34	62%	53	57%	63%	62%	62%
Not Applicable	8	21%	6	11%	14	15%	26%	26%	26%
Not Answered	2	5%	6	11%	8	9%	0%	4%	3%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

6%, 19 of 38 of 340 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers
24%, 34 of 55 of 143 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers

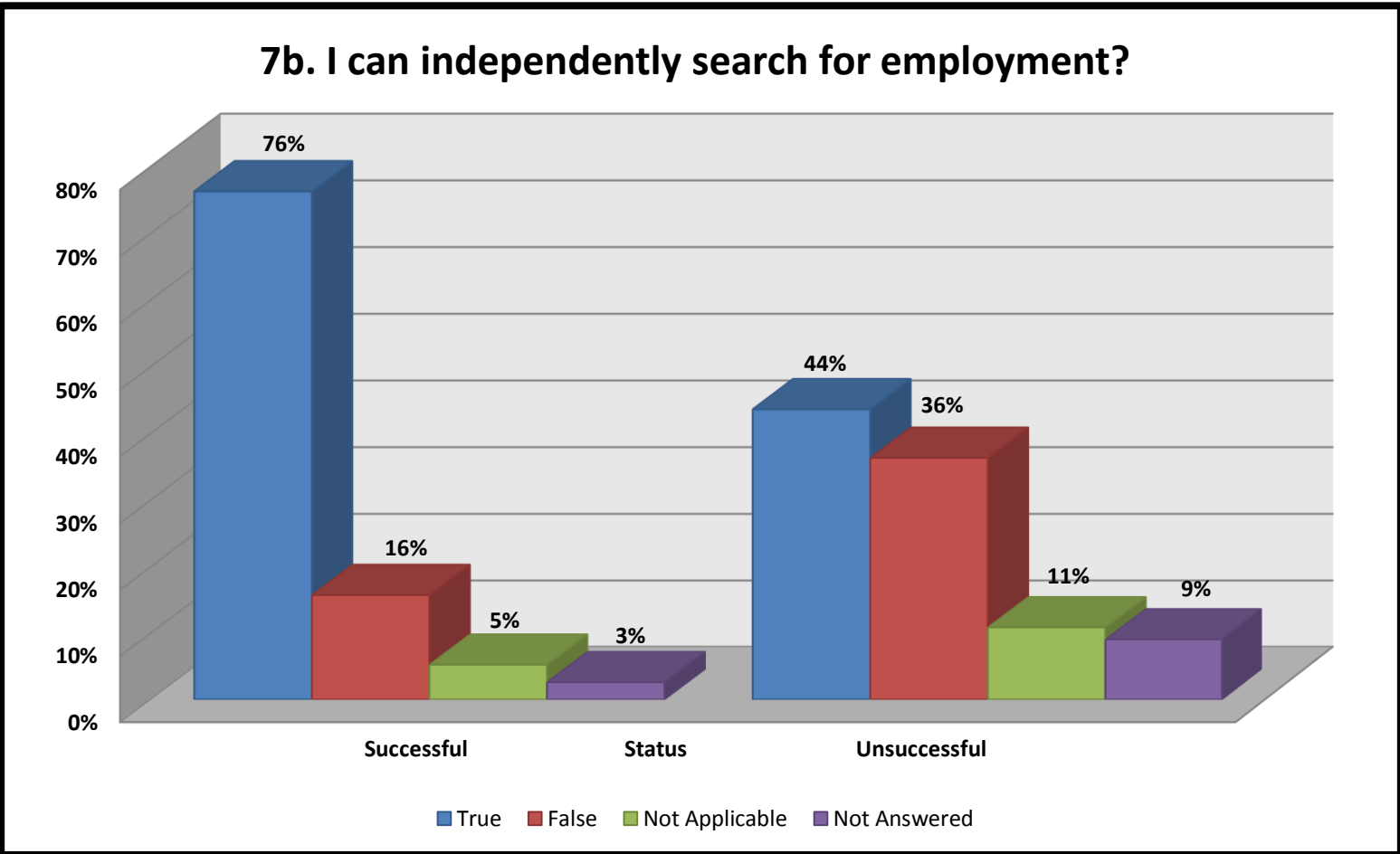


7b. I can independently search for employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	29	76%	24	44%	53	57%	63%	57%	59%
False	6	16%	20	36%	26	28%	19%	23%	22%
Not Applicable	2	5%	6	11%	8	9%	19%	15%	16%
Not Answered	1	3%	5	9%	6	6%	0%	4%	3%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 7.

2%, 6 of 38 of 340 could NOT independently search for employment
14%, 20 of 55 of 143 could NOT independently search for employment



2016 Consumer Satisfaction Survey

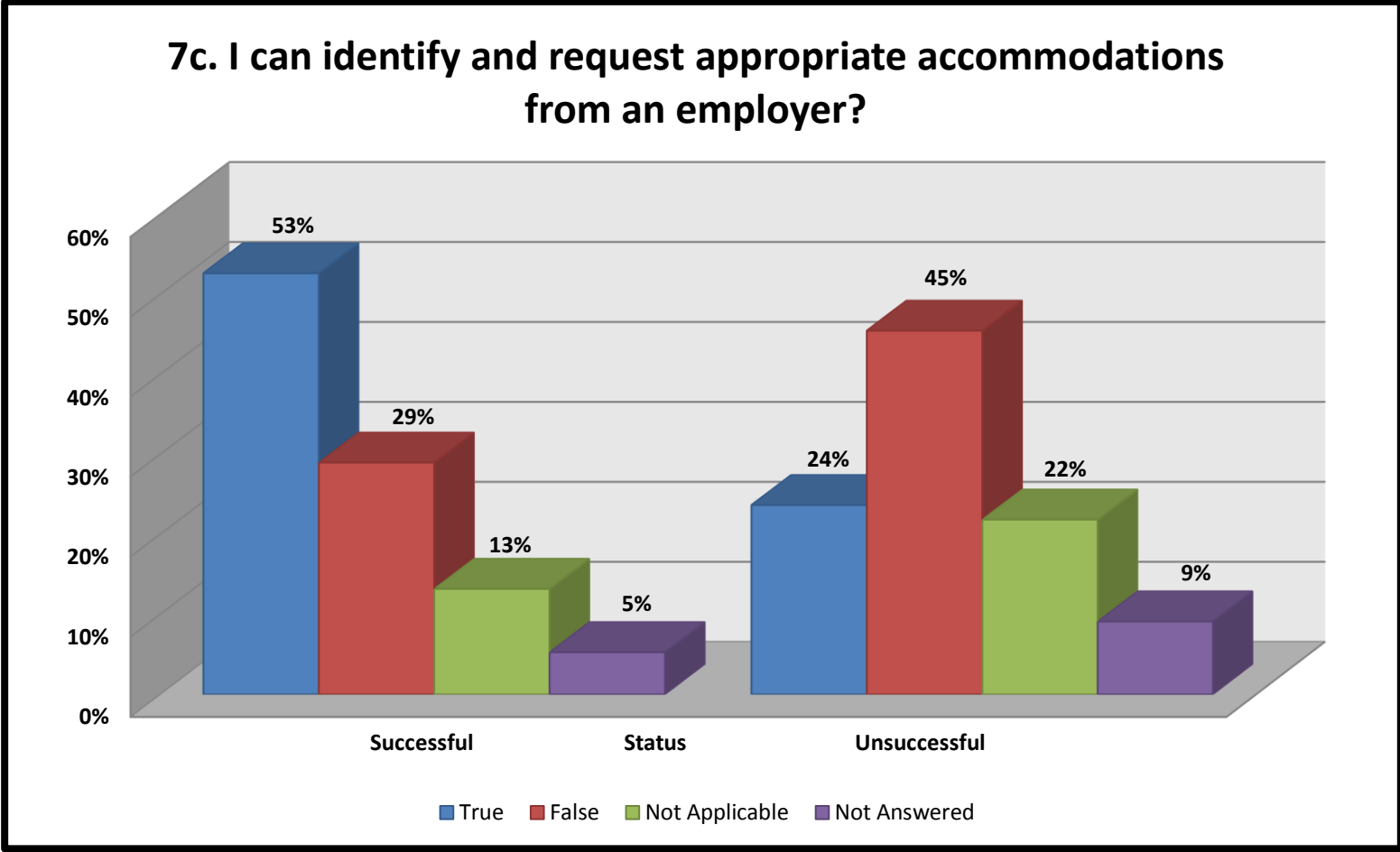
7c. I can identify and request appropriate accommodations from an employer?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	20	53%	13	24%	33	35%	44%	38%	41%
False	11	29%	25	45%	36	39%	37%	28%	31%
Not Applicable	5	13%	12	22%	17	18%	15%	30%	24%
Not Answered	2	5%	5	9%	7	8%	4%	4%	4%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 6.

3%, 11 of 38 of 340 Unable to identify and request appropriate accommodations from an employer

17%, 25 of 55 of 143 Unable to identify and request appropriate accommodations from an employer



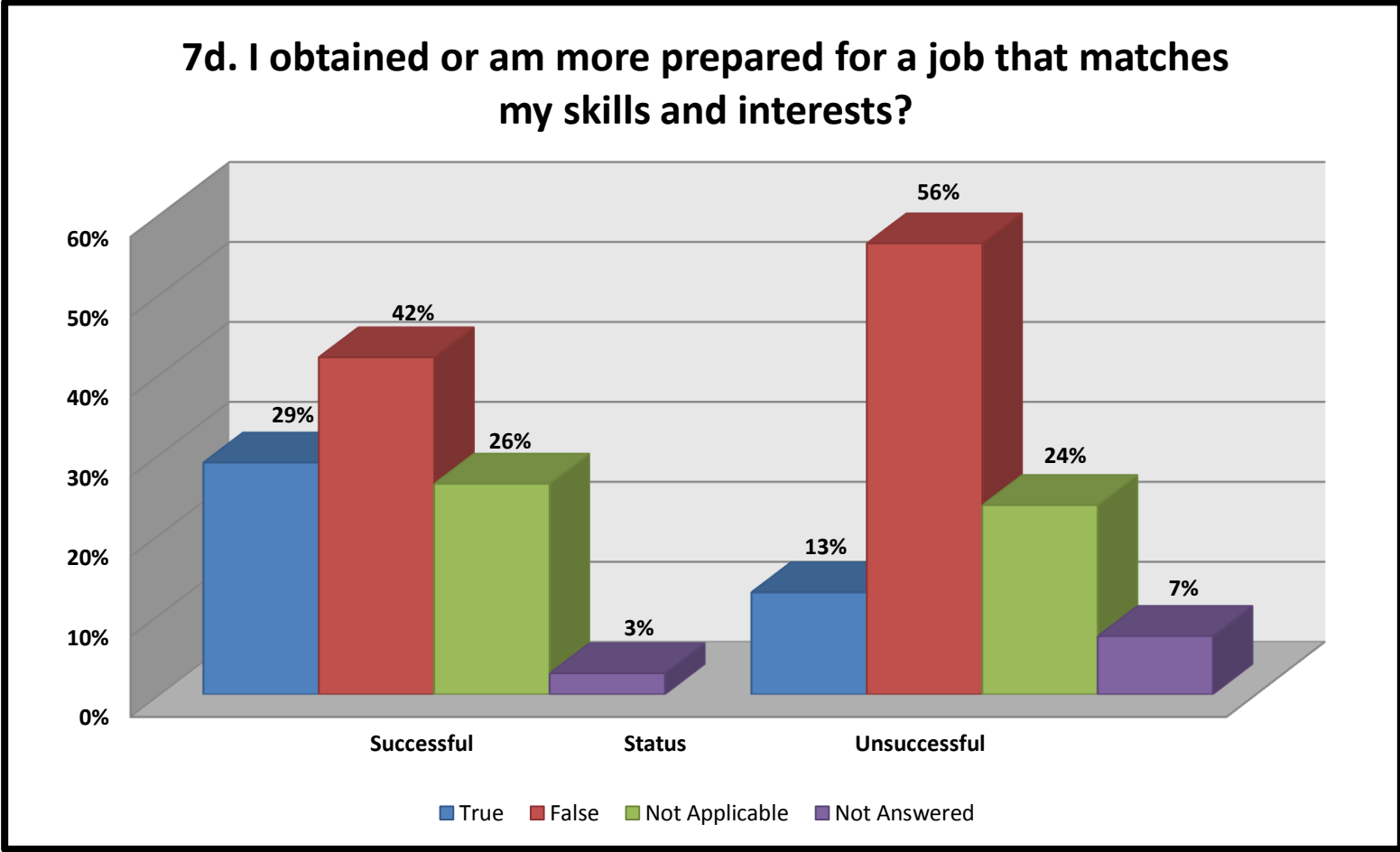
7d. I obtained or am more prepared for a job that matches my skills and interests?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	11	29%	7	13%	18	19%	33%	15%	22%
False	16	42%	31	56%	47	51%	48%	51%	50%
Not Applicable	10	26%	13	24%	23	25%	19%	30%	26%
Not Answered	1	3%	4	7%	5	5%	0%	4%	3%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is more than 1 in 5.

5%, 16 of 38 of 340 did NOT obtain or are NOT prepared for a job that matches my skills/intersts

22%, 31 of 55 of 143 did NOT obtain or are NOT prepared for a job that matches my skills/intersts



2016 Consumer Satisfaction Survey

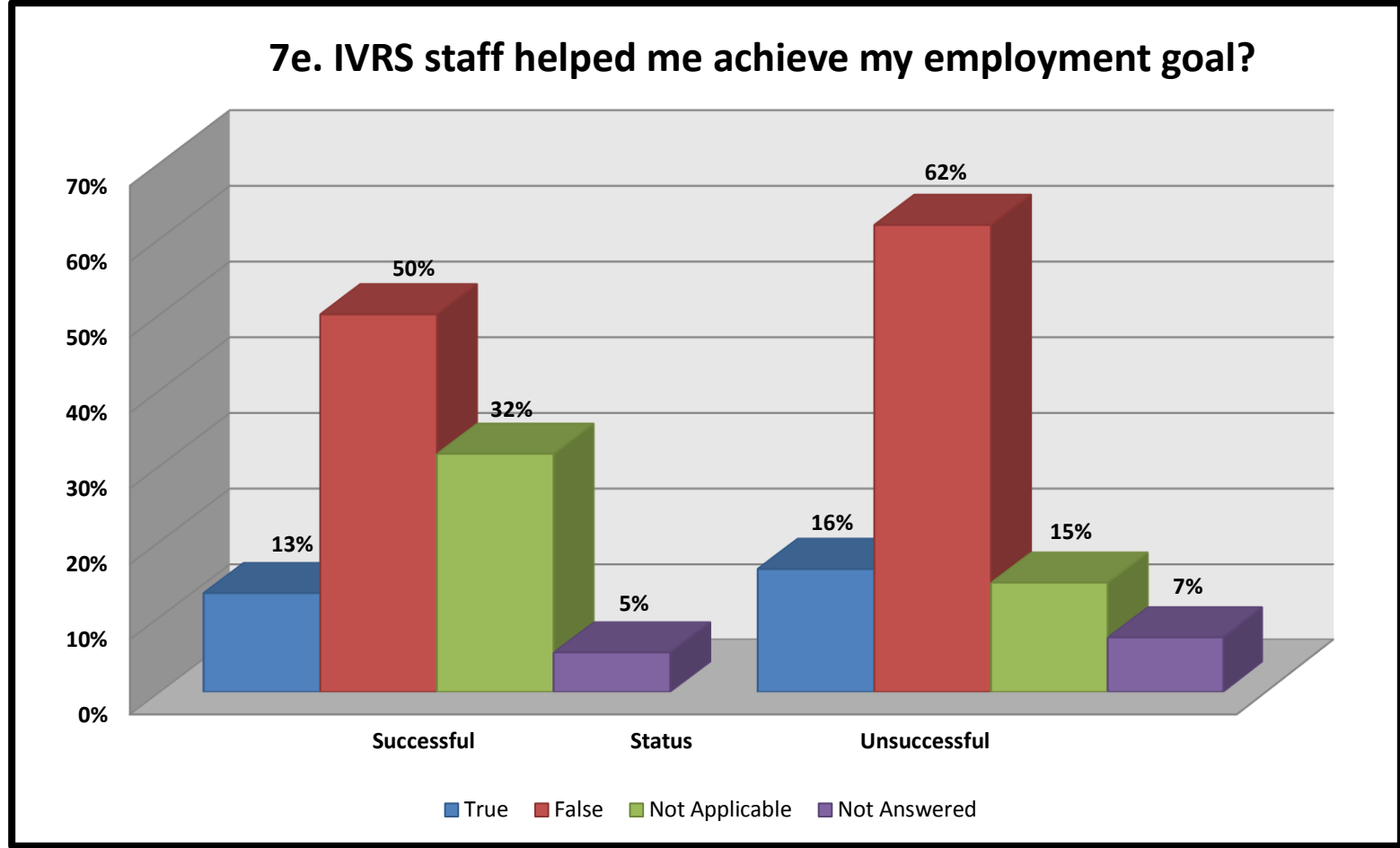
7e. IVRS staff helped me achieve my employment goal?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	13%	9	16%	14	15%	33%	4%	15%
False	19	50%	34	62%	53	57%	37%	53%	47%
Not Applicable	12	32%	8	15%	20	22%	22%	36%	31%
Not Answered	2	5%	4	7%	6	6%	7%	6%	7%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

6%, 19 of 38 of 340 did NOT obtain the job goal that was identified in my IPE

24%, 34 of 55 of 143 did NOT obtain the job goal that was identified in my IPE



8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	97	29%	62	43%	159	33%	27%	33%	29%
Mostly True	31	9%	20	14%	51	11%	15%	20%	16%
Mostly Untrue	22	6%	12	8%	34	7%	8%	10%	9%
Untrue	167	49%	39	27%	206	43%	45%	28%	41%
Not Answered	23	7%	10	7%	33	7%	5%	9%	6%
Total	340	100%	143	100%	483	100%	100%	100%	100%

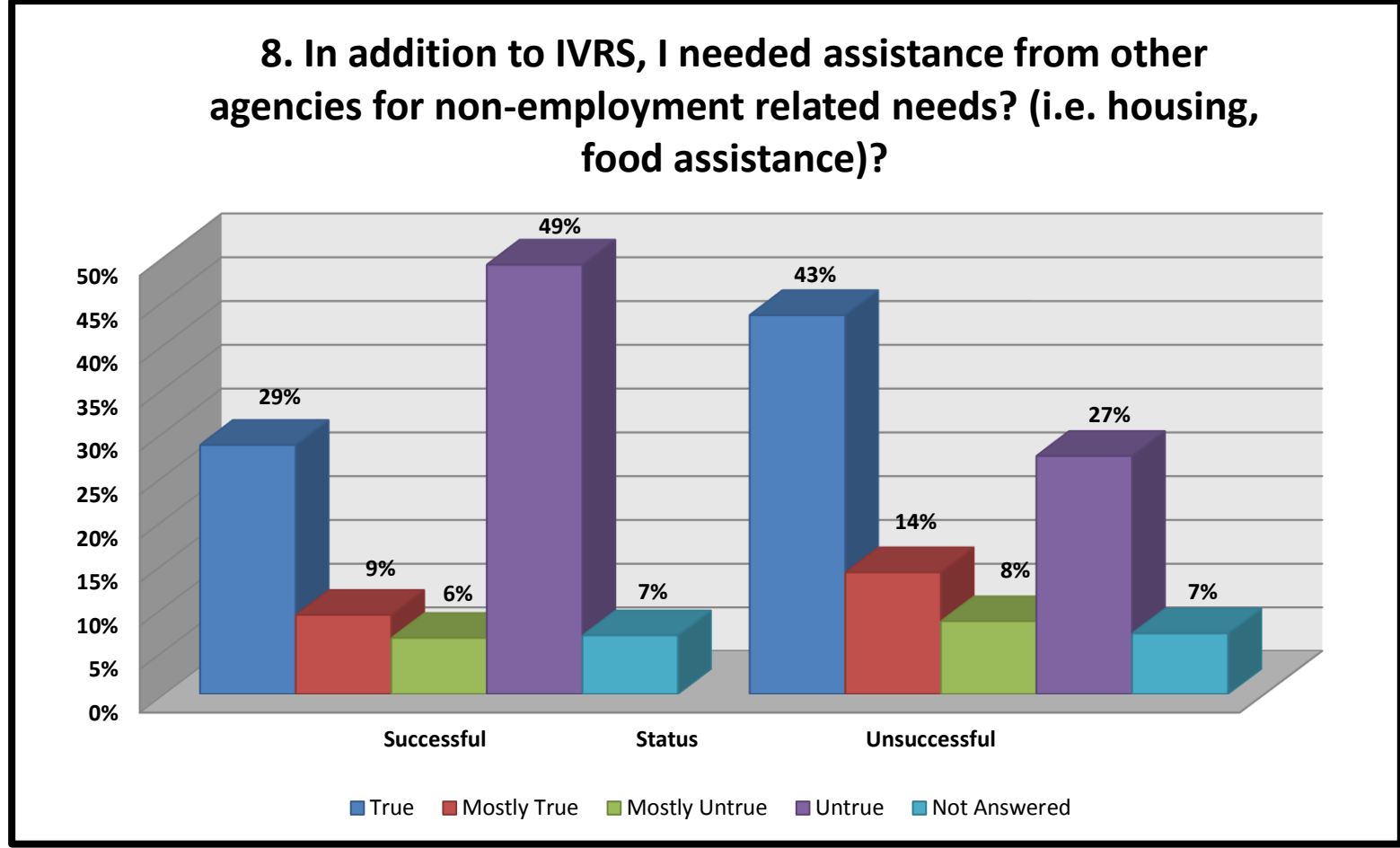


38%, 128 of 340 needed assistance from other agencies not directly related to employment

56%, 189 of 340 did NOT need assistance from other agencies not directly related to employment

57%, 82 of 143 needed assistance from other agencies not directly related to employment

36%, 51 of 143 did NOT need assistance from other agencies not directly related to employment



2016 Consumer Satisfaction Survey

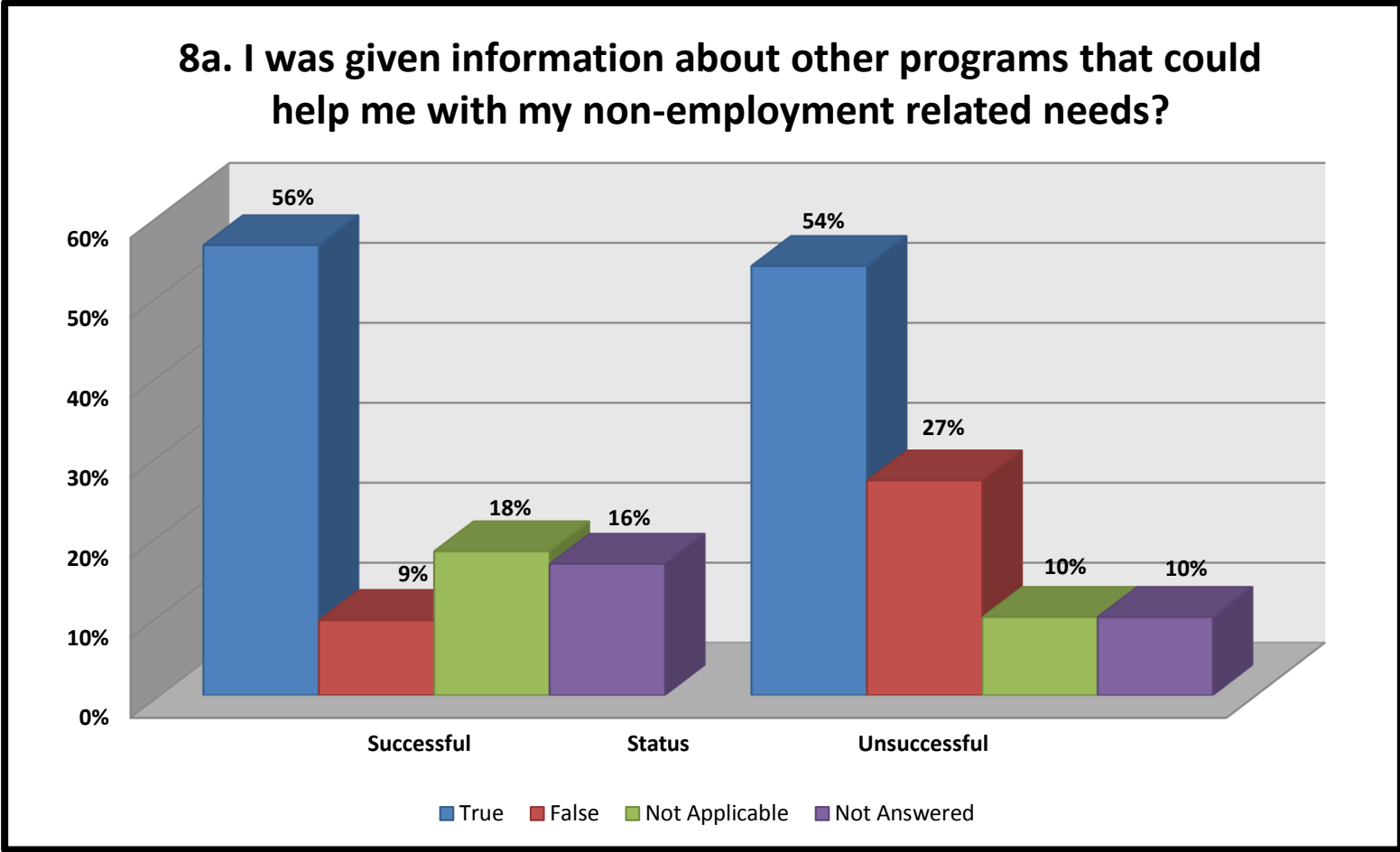
8a. I was given information about other programs that could help me with my non-employment related needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	72	56%	44	54%	116	55%	56%	43%	52%
False	12	9%	22	27%	34	16%	11%	31%	17%
Not Applicable	23	18%	8	10%	31	15%	22%	12%	19%
Not Answered	21	16%	8	10%	29	14%	11%	14%	12%
Total	128	100%	82	100%	210	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is 1 in 7.

4%, 12 of 128 of 340 were NOT provided information about other programs that would be able to assist me with non-employment related needs

15%, 22 of 82 of 143 were NOT provided information about other programs that would be able to assist me with non-employment related needs



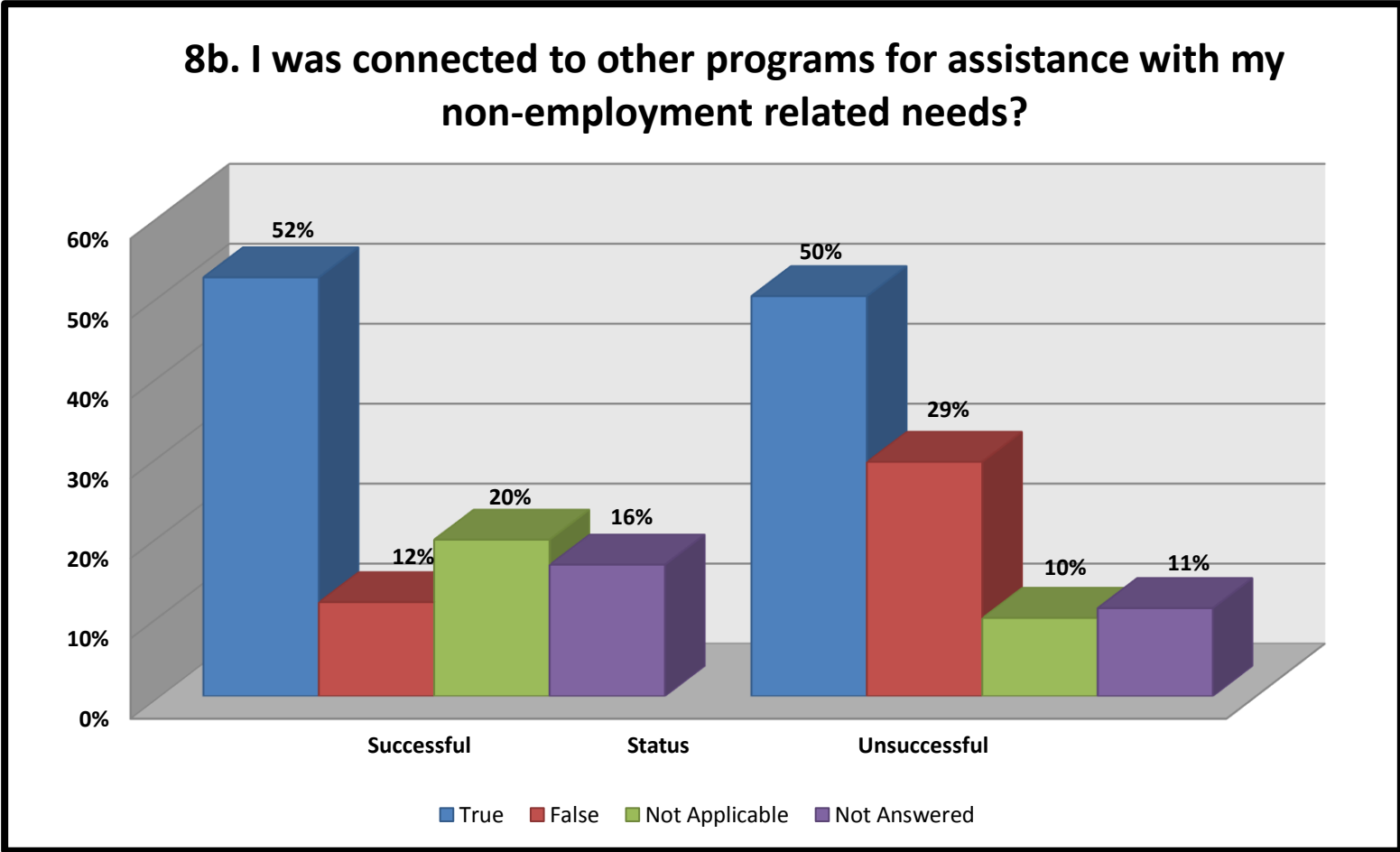
8b. I was connected to other programs for assistance with my non-employment related needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	67	52%	41	50%	108	51%	47%	33%	43%
False	15	12%	24	29%	39	19%	15%	36%	21%
Not Applicable	25	20%	8	10%	33	16%	27%	17%	24%
Not Answered	21	16%	9	11%	30	14%	11%	14%	12%
Total	128	100%	82	100%	210	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is 1 in 6.

4%, 15 of 128 of 340 were NOT referred to other programs for assistance with my non-employment related needs

17%, 24 of 82 of 143 were NOT referred to other programs for assistance with my non-employment related needs



2016 Consumer Satisfaction Survey

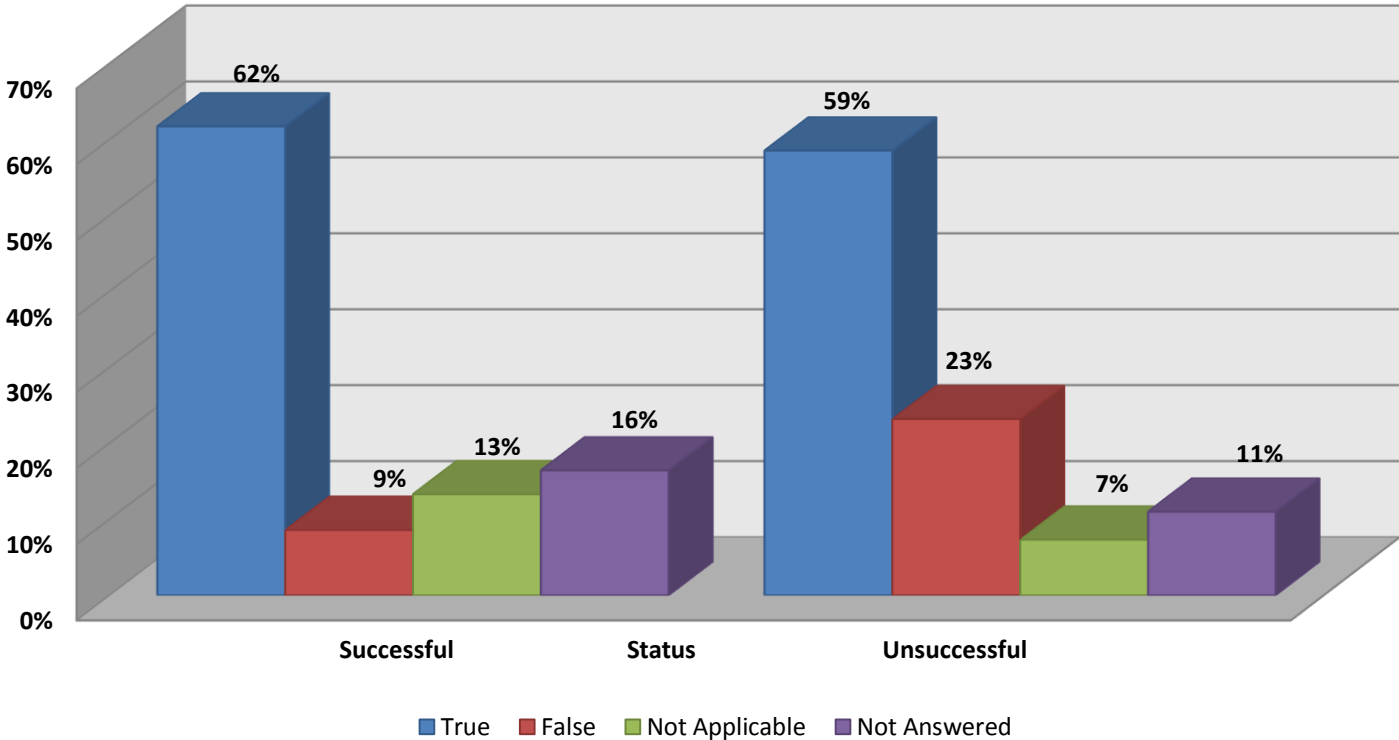
8c. I have received the assistance I needed from the other agencies?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	79	62%	48	59%	127	60%	54%	38%	49%
False	11	9%	19	23%	30	14%	6%	19%	10%
Not Applicable	17	13%	6	7%	23	11%	29%	28%	28%
Not Answered	21	16%	9	11%	30	14%	11%	16%	12%
Total	128	100%	82	100%	210	100%	100%	100%	100%

This question seems to show with overwhelming numbers that people received the assistance for which they were referred.

3%, 11 of 128 of 340 did NOT receive the assistance for which I was referred
13%, 19 of 82 of 143 did NOT receive the assistance for which I was referred

8c. I have received the assistance I needed from the other agencies?

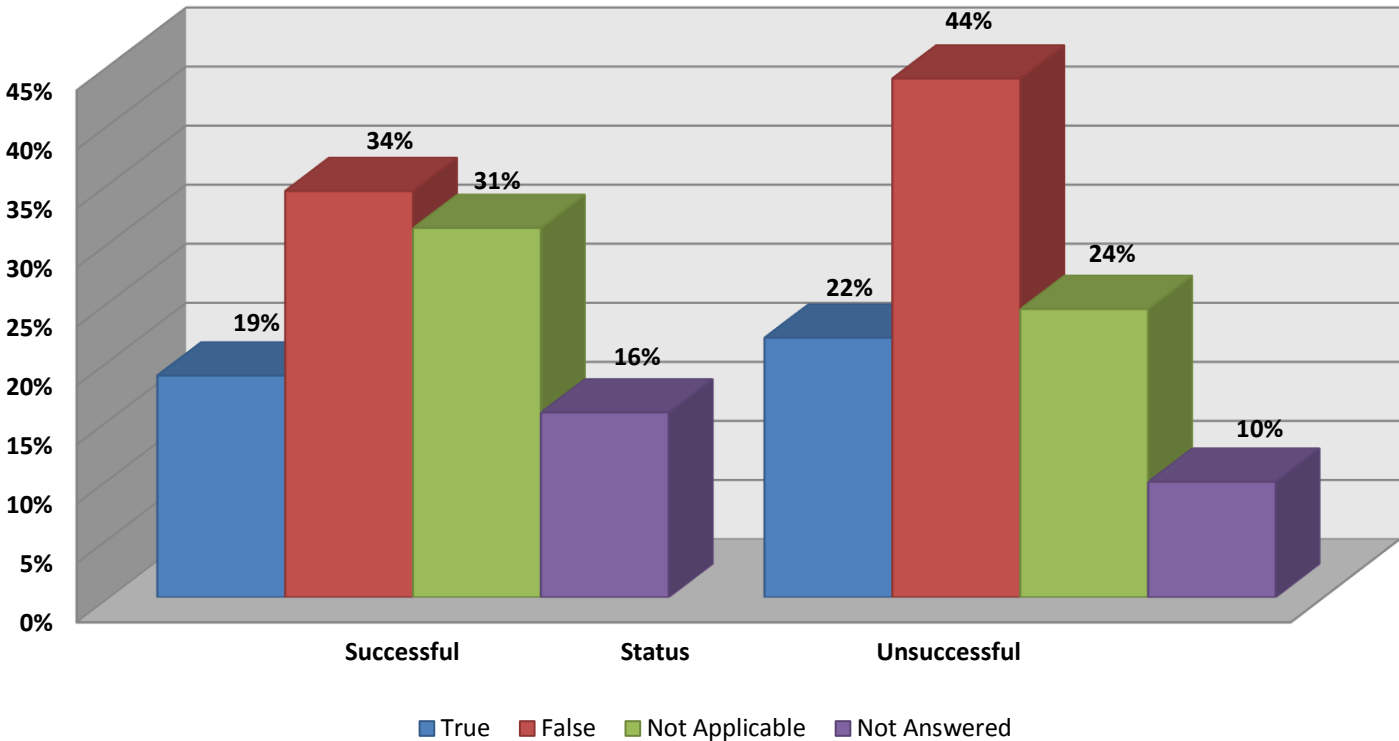


8d. I am currently on a waiting list for services from the other agencies?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	24	19%	18	22%	42	20%	13%	24%	16%
False	44	34%	36	44%	80	38%	34%	24%	31%
Not Applicable	40	31%	20	24%	60	29%	41%	38%	40%
Not Answered	20	16%	8	10%	28	13%	12%	14%	12%
Total	128	100%	82	100%	210	100%	100%	100%	100%

7%, 24 of 128 of 340 currently waiting for assistance from the program to which they were referred
13%, 18 of 82 of 143 currently waiting for assistance from the program to which they were referred
13%, 44 of 128 of 340 NOT currently waiting for assistance from the program to which they were referred
25%, 36 of 82 of 143 NOT currently waiting for assistance from the program to which they were referred

8d. I am currently on a waiting list for services from the other agencies?



2016 Consumer Satisfaction Survey

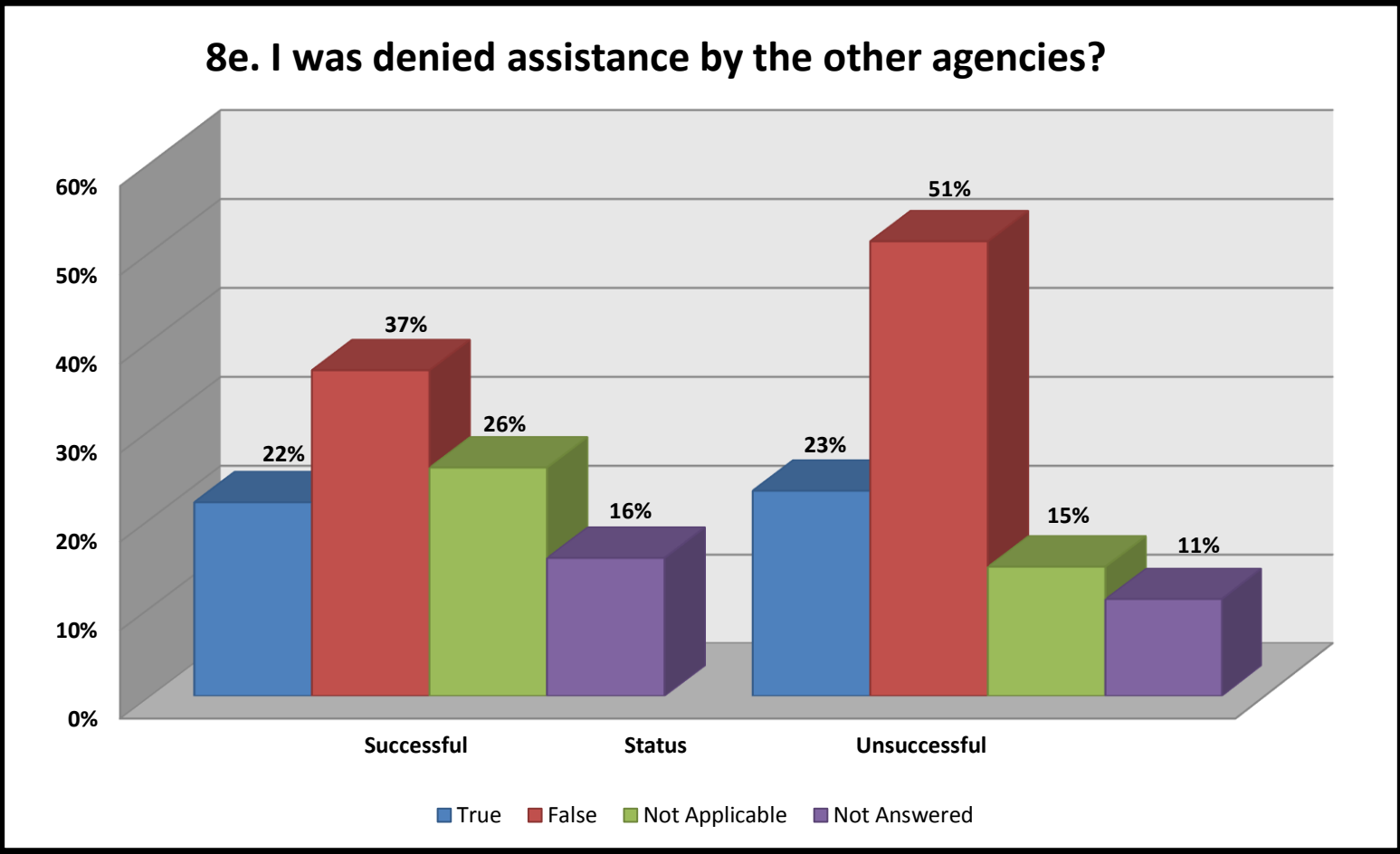
8e. I was denied assistance by the other agencies?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	28	22%	19	23%	47	22%	10%	24%	14%
False	47	37%	42	51%	89	42%	45%	28%	40%
Not Applicable	33	26%	12	15%	45	21%	34%	34%	34%
Not Answered	20	16%	9	11%	29	14%	12%	14%	12%
Total	128	100%	82	100%	210	100%	100%	100%	100%

8%, 28 of 128 of 340 denied the assistance for which they were referred

13%, 19 of 82 of 143 denied the assistance for which they were referred

14%, 47 of 128 of 340 NOT denied the assistance for which they were referred (granted the assistance)

29%, 42 of 82 of 143 NOT denied the assistance for which they were referred (granted the assistance)



9. I needed services that IVRS could not provide before I was ready for employment?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	41	12%	39	27%	80	17%	12%	24%	15%
Mostly True	23	7%	21	15%	44	9%	9%	17%	11%
Mostly Untrue	33	10%	22	15%	55	11%	13%	7%	11%
Untrue	212	62%	46	32%	258	53%	59%	40%	55%
Not Answered	31	9%	15	10%	46	10%	6%	12%	8%
Total	340	100%	143	100%	483	100%	100%	100%	100%

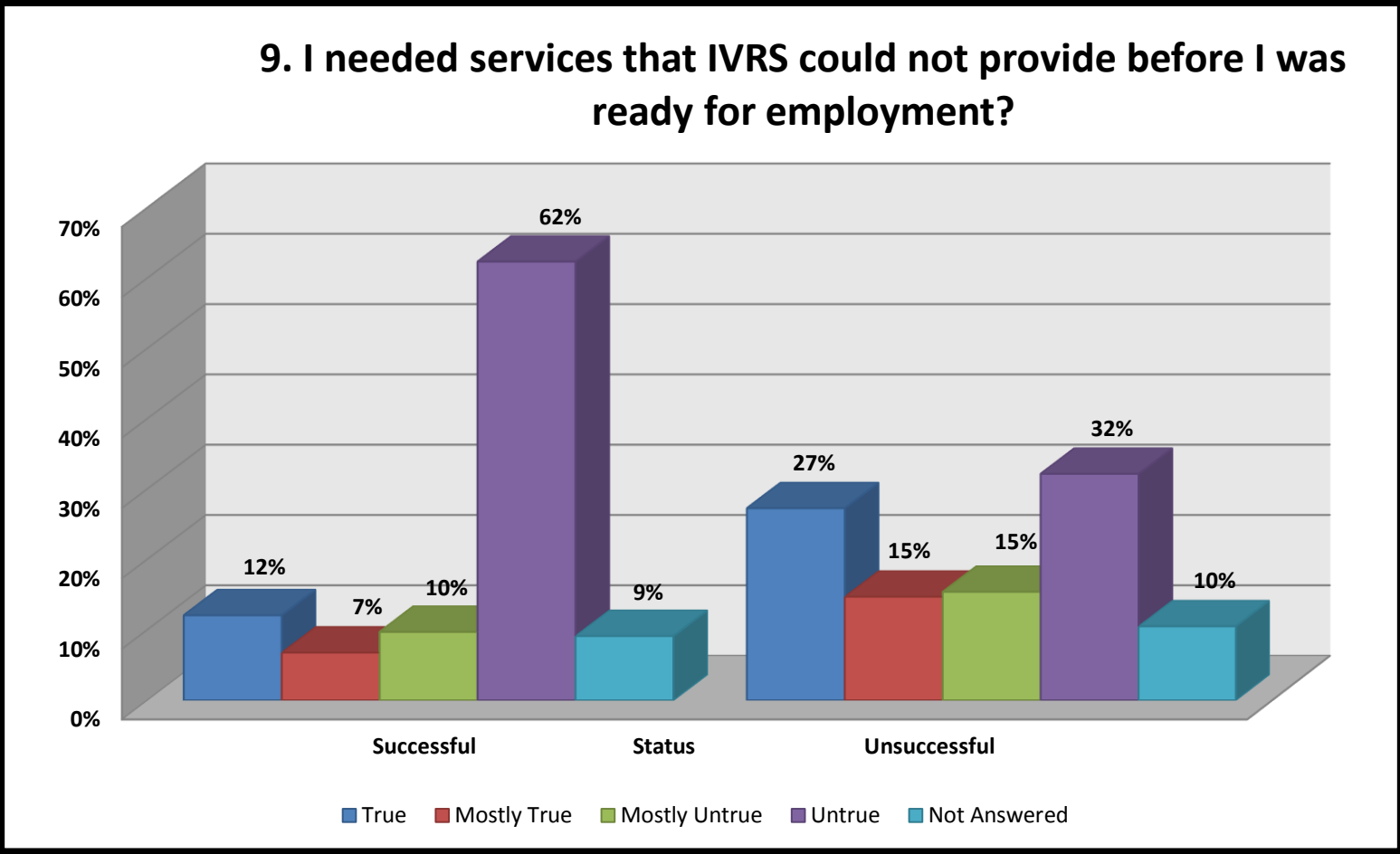
Many consumers, whether successfully placed or not, needed other services before they could become employed

19%, 64 of 340 needed other services before they could become employed

42%, 60 of 143 needed other services before they could become employed

72%, 245 of 340 did NOTneed other services before they could become employed

48%, 68 of 143 did NOT need other services before they could become employed



2016 Consumer Satisfaction Survey

10. I had a satisfactory experience through IVRS?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	257	76%	77	54%	334	69%	74%	42%	66%
Mostly True	40	12%	26	18%	66	14%	15%	30%	19%
Mostly Untrue	11	3%	13	9%	24	5%	3%	5%	4%
Untrue	12	4%	17	12%	29	6%	3%	17%	6%
Not Answered	20	6%	10	7%	30	6%	4%	6%	5%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Nearly 1 in 5 of those consumers not placed with a job were not satisfied with their VR process.

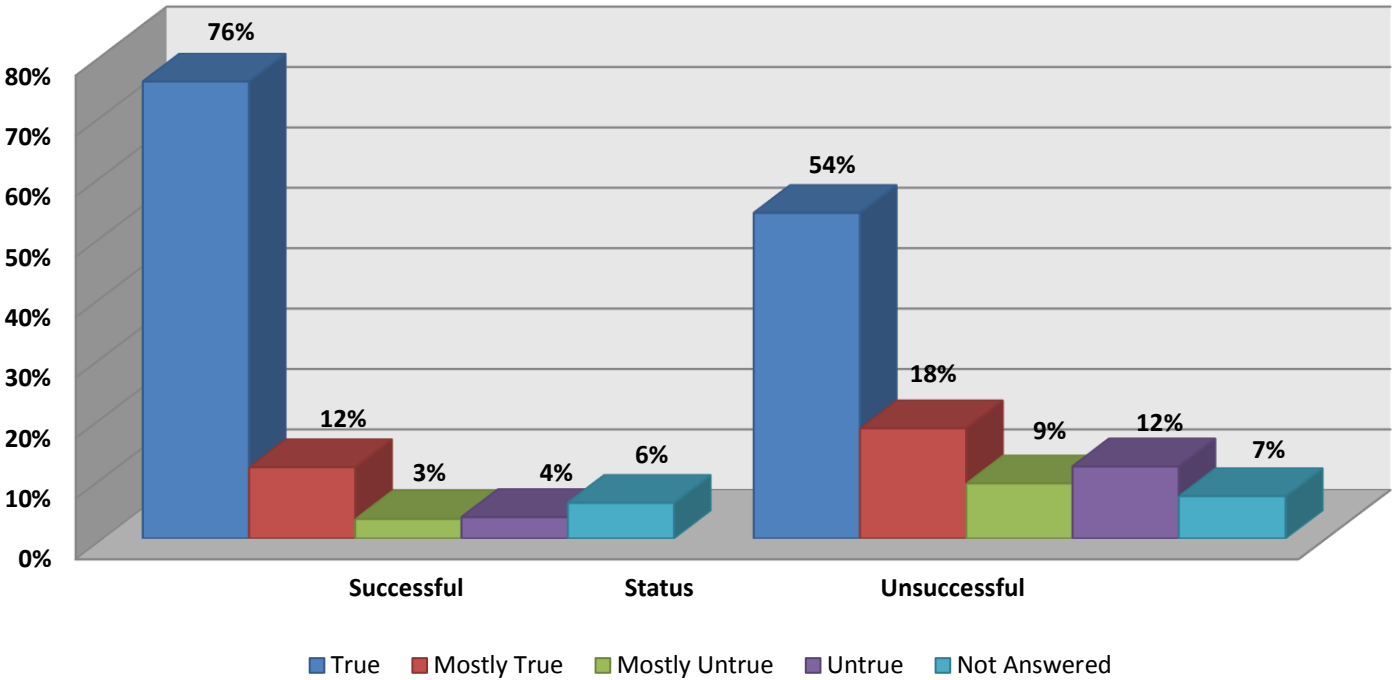
87%, 297 of 340 had satisfactory experiences throughout the vocational rehabilitation process

72%, 103 of 143 had satisfactory experiences throughout the vocational rehabilitation process

7%, 23 of 340 did NOT have satisfactory experiences throughout the vocational rehabilitation process

21%, 30 of 143 did NOT have satisfactory experiences throughout the vocational rehabilitation process

10. I had a satisfactory experience through IVRS?



11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	241	71%	88	62%	329	68%	76%	55%	71%
Mostly True	66	19%	25	17%	91	19%	15%	25%	18%
Mostly Untrue	5	1%	10	7%	15	3%	2%	4%	2%
Untrue	7	2%	11	8%	18	4%	4%	9%	5%
Not Answered	21	6%	9	6%	30	6%	3%	7%	4%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue

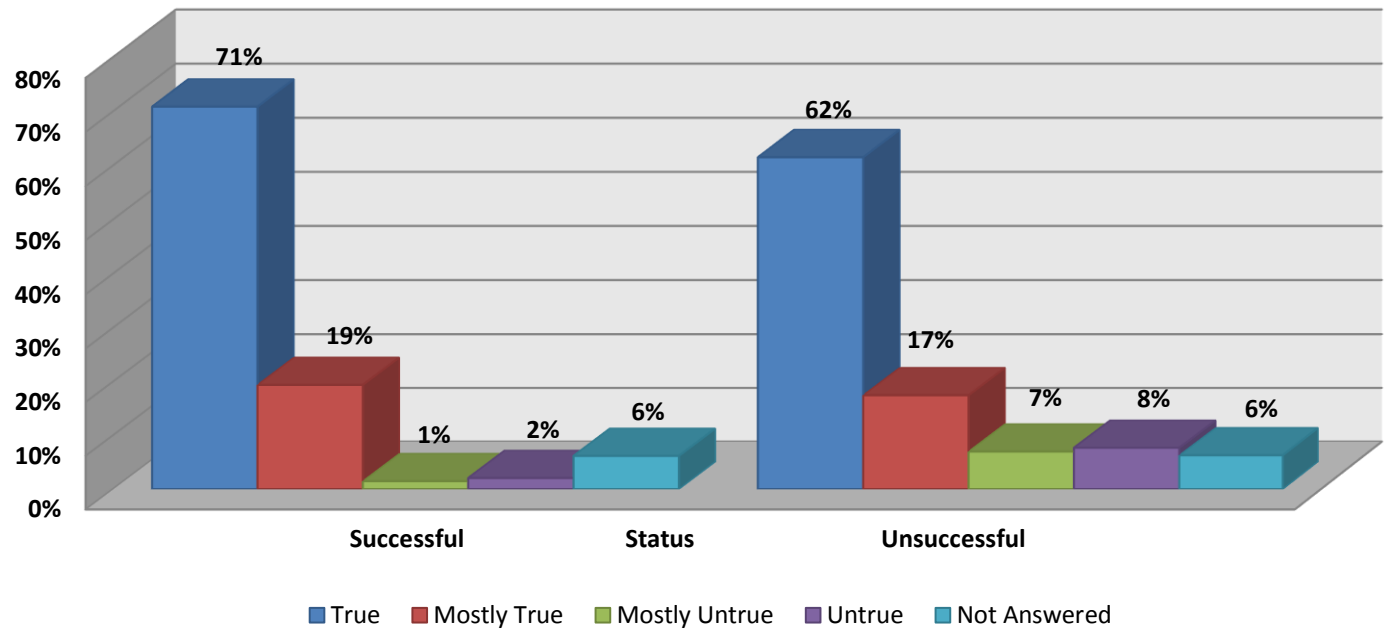
90%, 307 of 340 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

79%, 113 of 143 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

4%, 12 of 340 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

15%, 21 of 143 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

11. When I applied for services, I was given an overview of the vocational rehabilitation process that I undersood?



2016 Consumer Satisfaction Survey

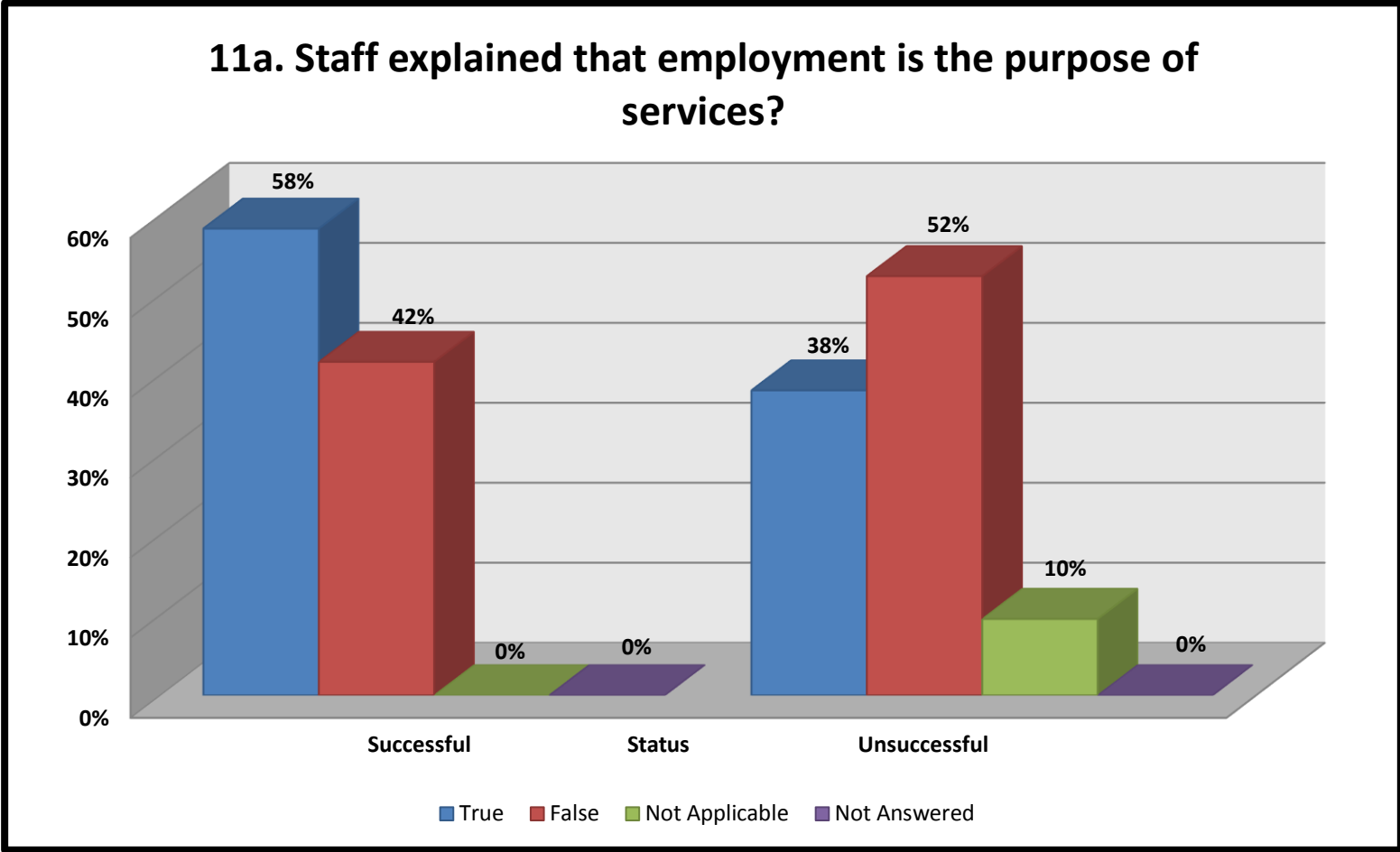
11a. Staff explained that employment is the purpose of services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	7	58%	8	38%	15	45%	58%	29%	45%
False	5	42%	11	52%	16	48%	26%	57%	39%
Not Applicable	0	0%	2	10%	2	6%	5%	14%	9%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	12	100%	21	100%	33	100%	100%	100%	100%

Not really an issue

1%, 5 of 12 of 340 staff did NOT explain that employment is the purpose of services

8%, 11 of 21 of 143 staff did NOT explain that employment is the purpose of services



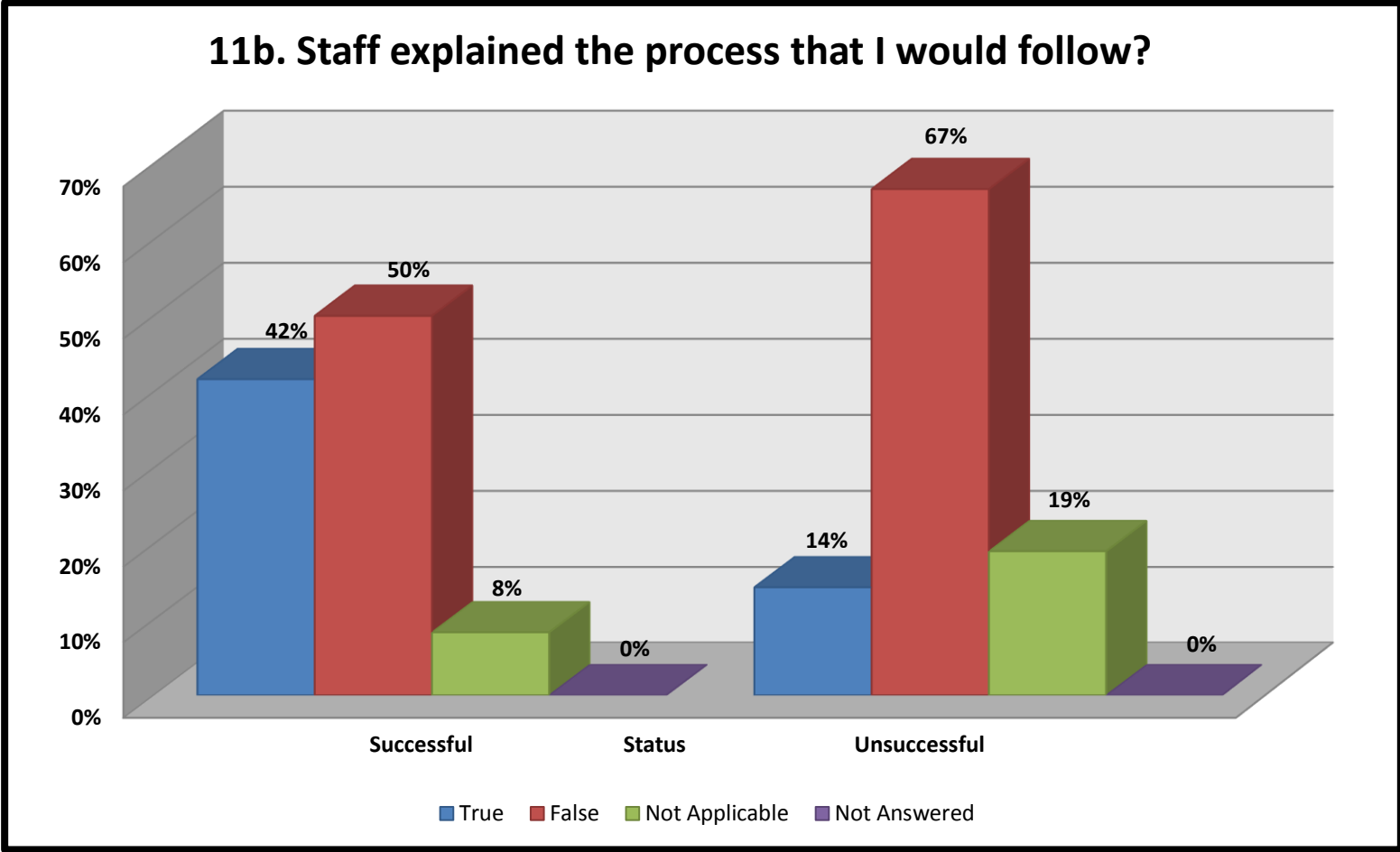
11b. Staff explained the process that I would follow?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	42%	3	14%	8	24%	32%	7%	21%
False	6	50%	14	67%	20	61%	47%	86%	64%
Not Applicable	1	8%	4	19%	5	15%	11%	7%	9%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	12	100%	21	100%	33	100%	100%	100%	100%

Not really an issue

2%, 6 of 12 of 340 staff did NOT explain the process that would follow

10%, 14 of 21 of 143 staff did NOT explain the process that would follow



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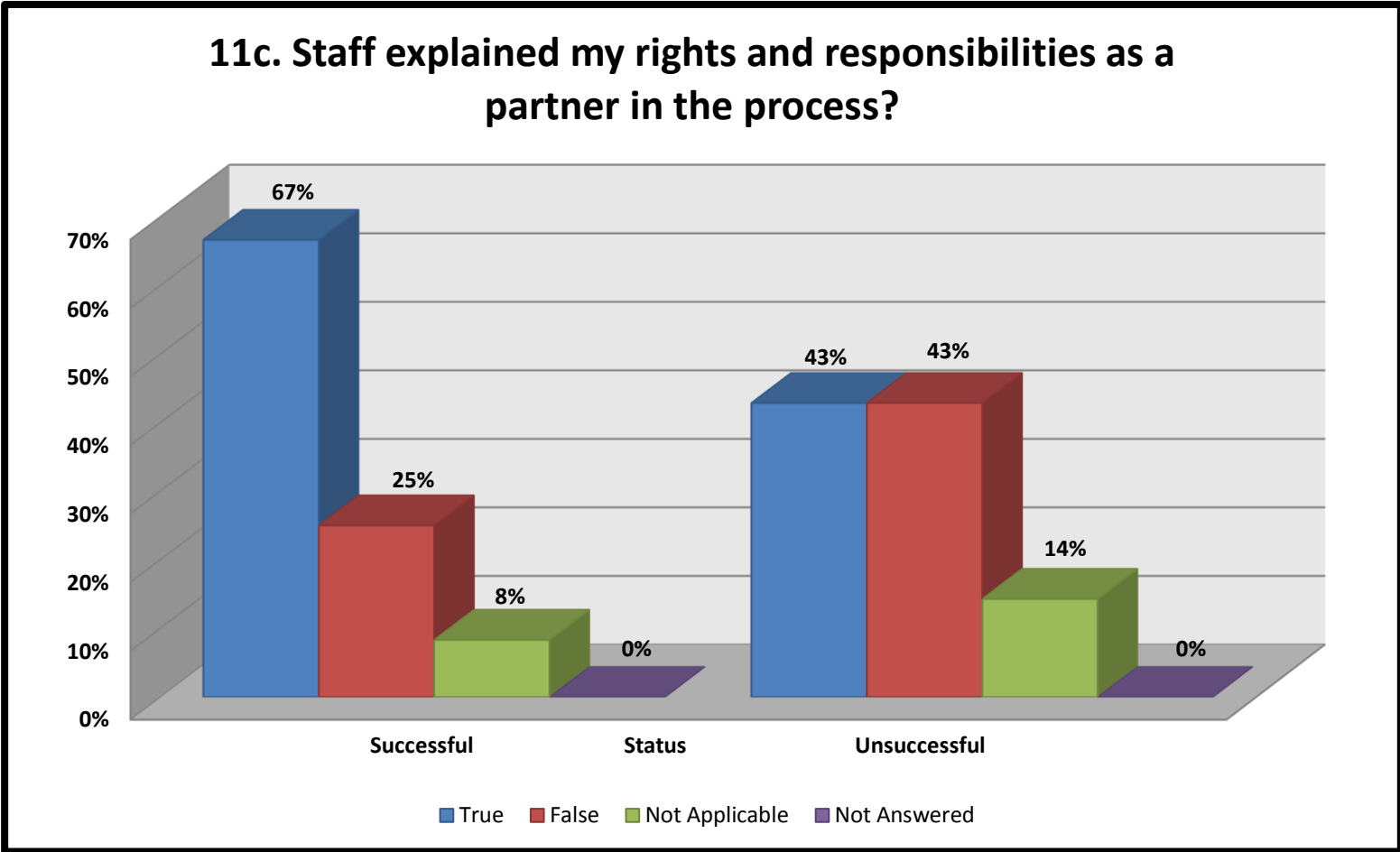
11c. Staff explained my rights and responsibilities as a partner in the process?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	8	67%	9	43%	17	52%	42%	7%	27%
False	3	25%	9	43%	12	36%	42%	79%	58%
Not Applicable	1	8%	3	14%	4	12%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	11%	7%	9%
Total	12	100%	21	100%	33	100%	100%	100%	100%

Not really an issue

1%, 3 of 12 of 340 staff did NOT explain their rights and responsibilities as a partner in the process

6%, 9 of 21 of 143 staff did NOT explain their rights and responsibilities as a partner in the process



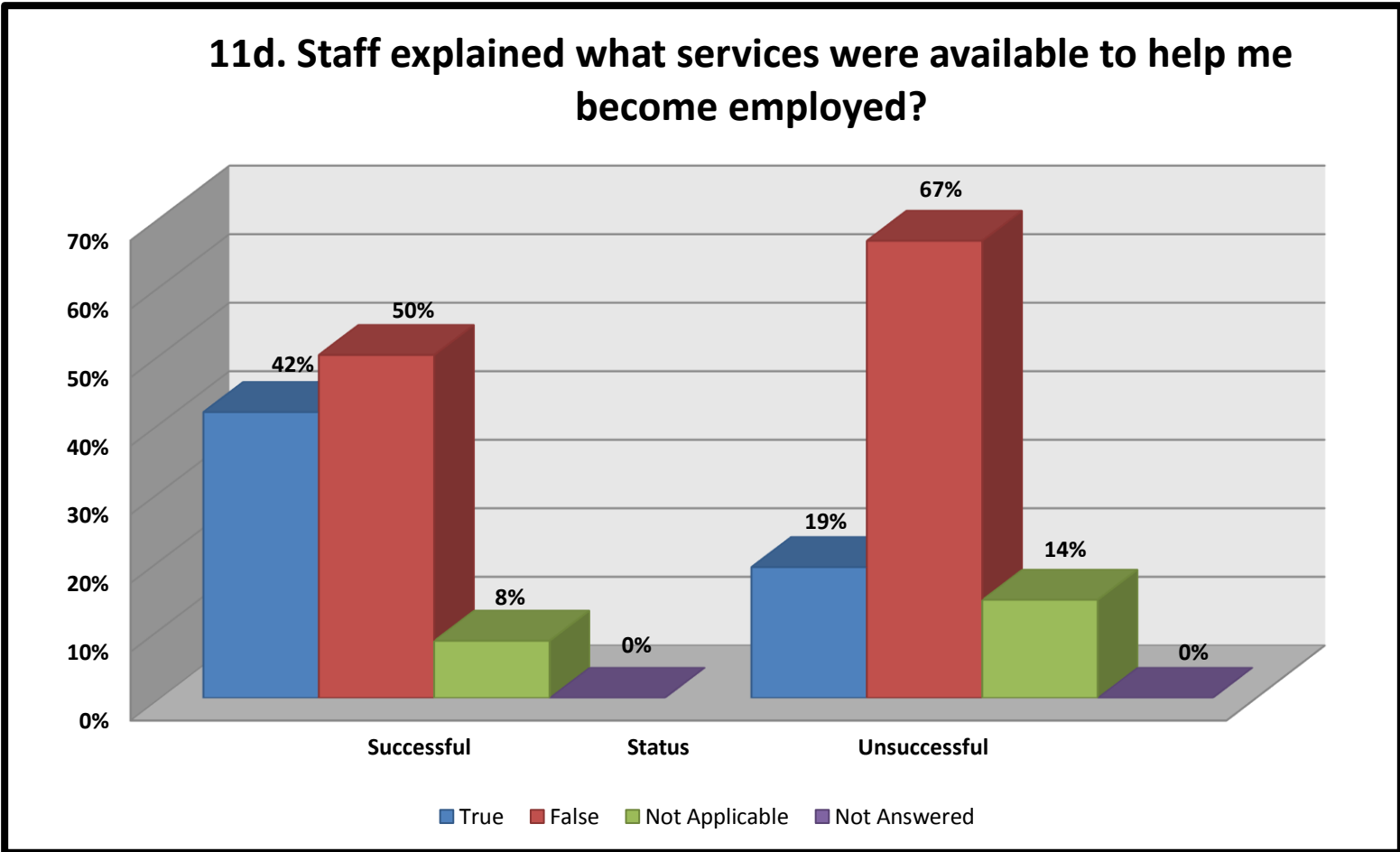
11d. Staff explained what services were available to help me become employed?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	42%	4	19%	9	27%	37%	7%	24%
False	6	50%	14	67%	20	61%	47%	86%	64%
Not Applicable	1	8%	3	14%	4	12%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	12	100%	21	100%	33	100%	100%	100%	100%

Not really an issue

2%, 6 of 12 of 340 staff did NOT explain what services were available to help them become employed

10%, 14 of 21 of 143 staff did NOT explain what services were available to help them become employed



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12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one.)

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	264	78%	88	62%	352	73%	78%	54%	72%
Mostly True	42	12%	22	15%	64	13%	15%	23%	17%
Mostly Untrue	8	2%	10	7%	18	4%	1%	7%	3%
Untrue	6	2%	12	8%	18	4%	2%	8%	4%
Not Answered	20	6%	11	8%	31	6%	4%	7%	4%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

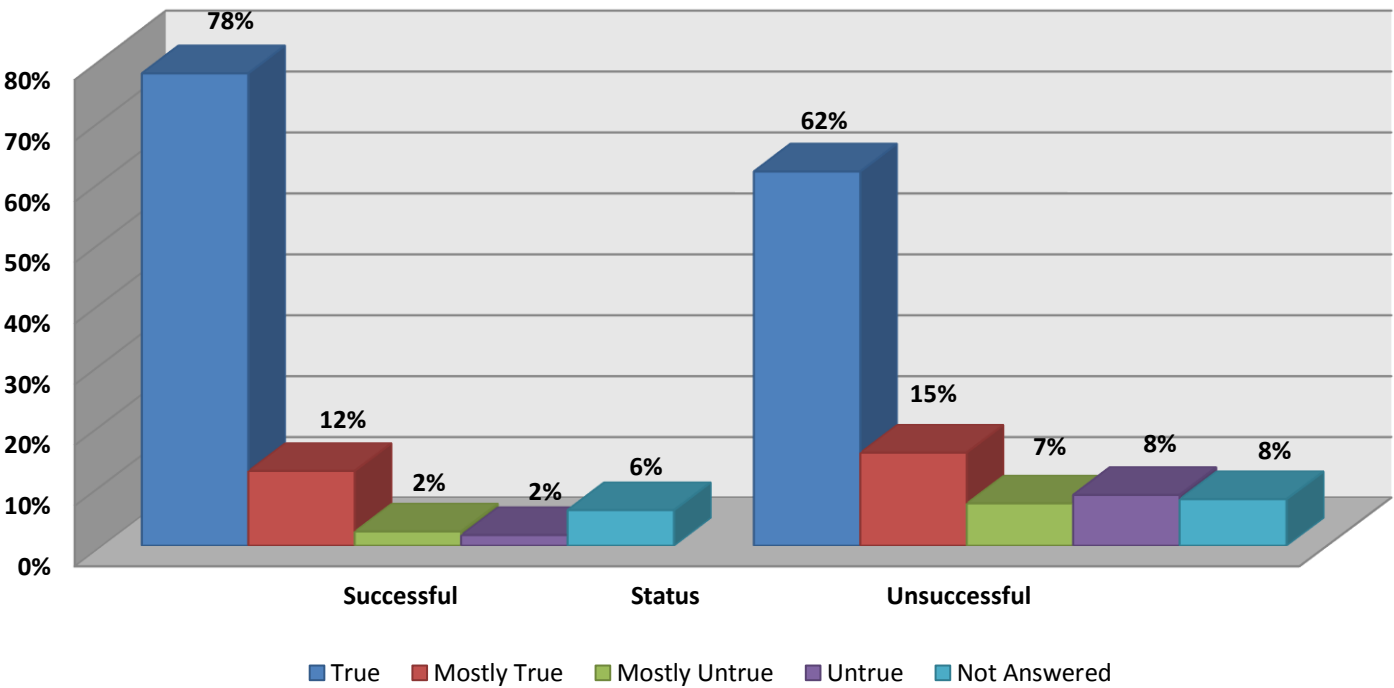
90%, 306 of 340 had their eligibility determination process go smoothly

77%, 110 of 143 had their eligibility determination process go smoothly

4%, 14 of 340 did NOT have their eligibility determination process go smoothly

15%, 22 of 143 did NOT have their eligibility determination process go smoothly

12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one)



12a. Staff explained why I needed to be found eligible before receiving services?

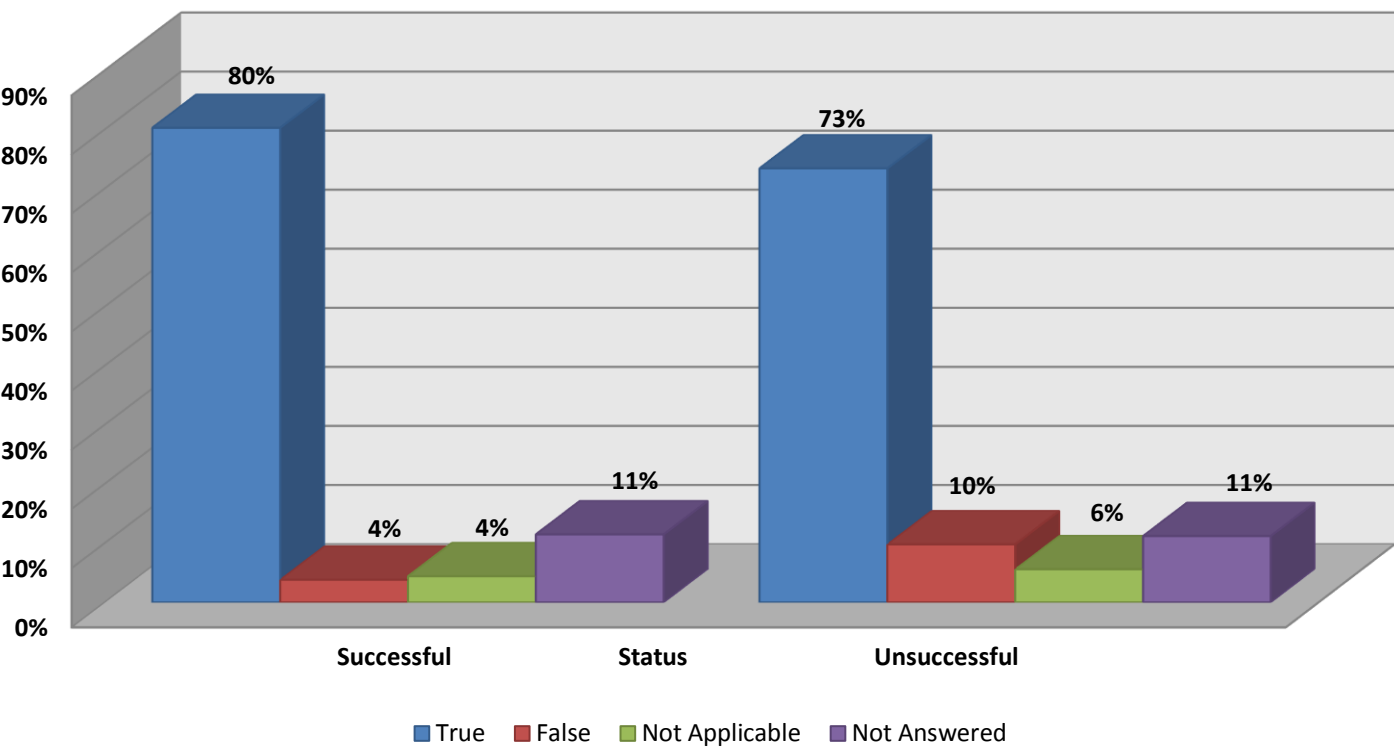
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	273	80%	105	73%	378	78%	36%	29%	32%
False	13	4%	14	10%	27	6%	9%	47%	32%
Not Applicable	15	4%	8	6%	23	5%	27%	24%	25%
Not Answered	39	11%	16	11%	55	11%	27%	0%	11%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue

4%, 13 of 340 did NOT have staff explain why eligibility was needed

10%, 14 of 143 did NOT have staff explain why eligibilty was needed

12a. Staff explained why I needed to be found eligible before receiving services?



2016 Consumer Satisfaction Survey

12b. Staff explained the steps they would use to determine whether I was eligible for services?

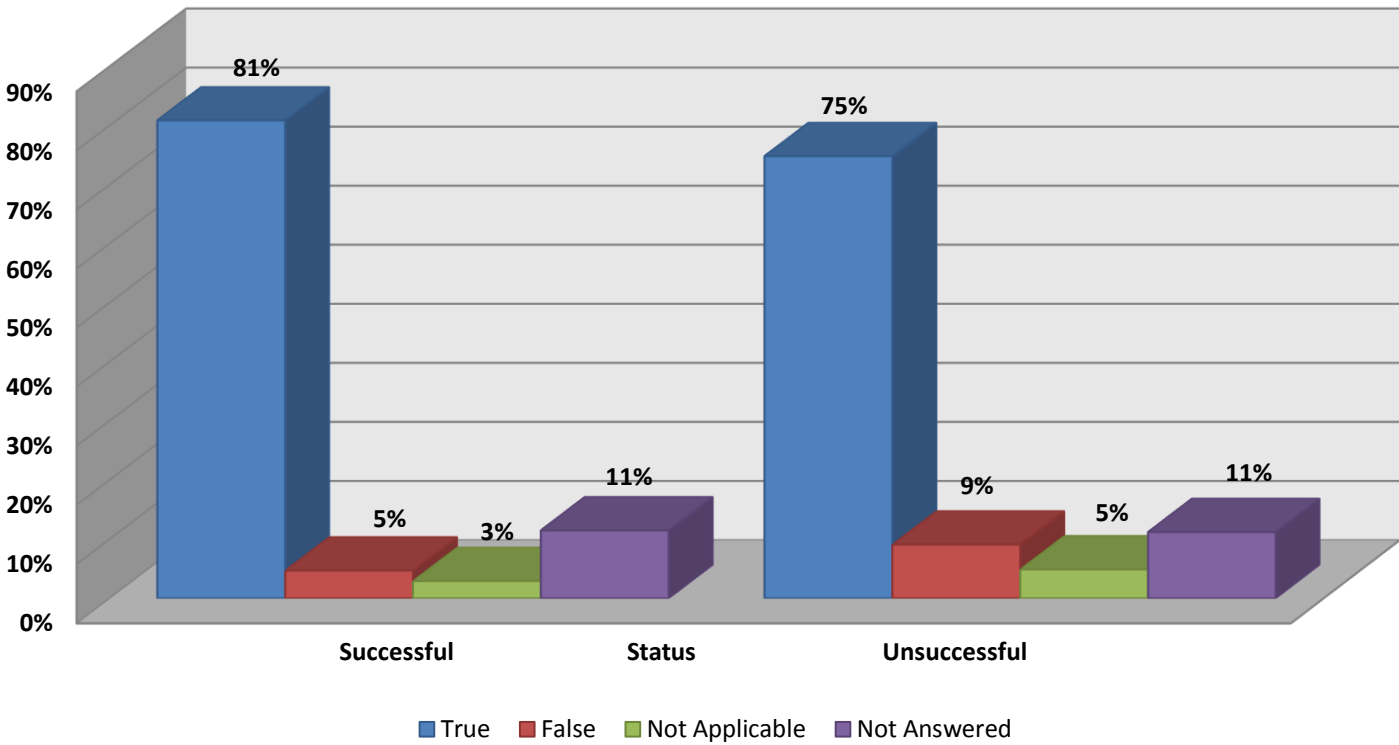
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	275	81%	107	75%	382	79%	27%	24%	25%
False	16	5%	13	9%	29	6%	27%	65%	50%
Not Applicable	10	3%	7	5%	17	4%	18%	12%	14%
Not Answered	39	11%	16	11%	55	11%	27%	0%	11%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue

5%, 16 of 340 did NOT have staff explain steps to determine eligibility

9%, 13 of 143 did NOT have staff explain steps to determine eligibility

12b. Staff explained the steps they would use to determine whether I was eligible for services?



12c. Staff involved me in determining my eligibility services?

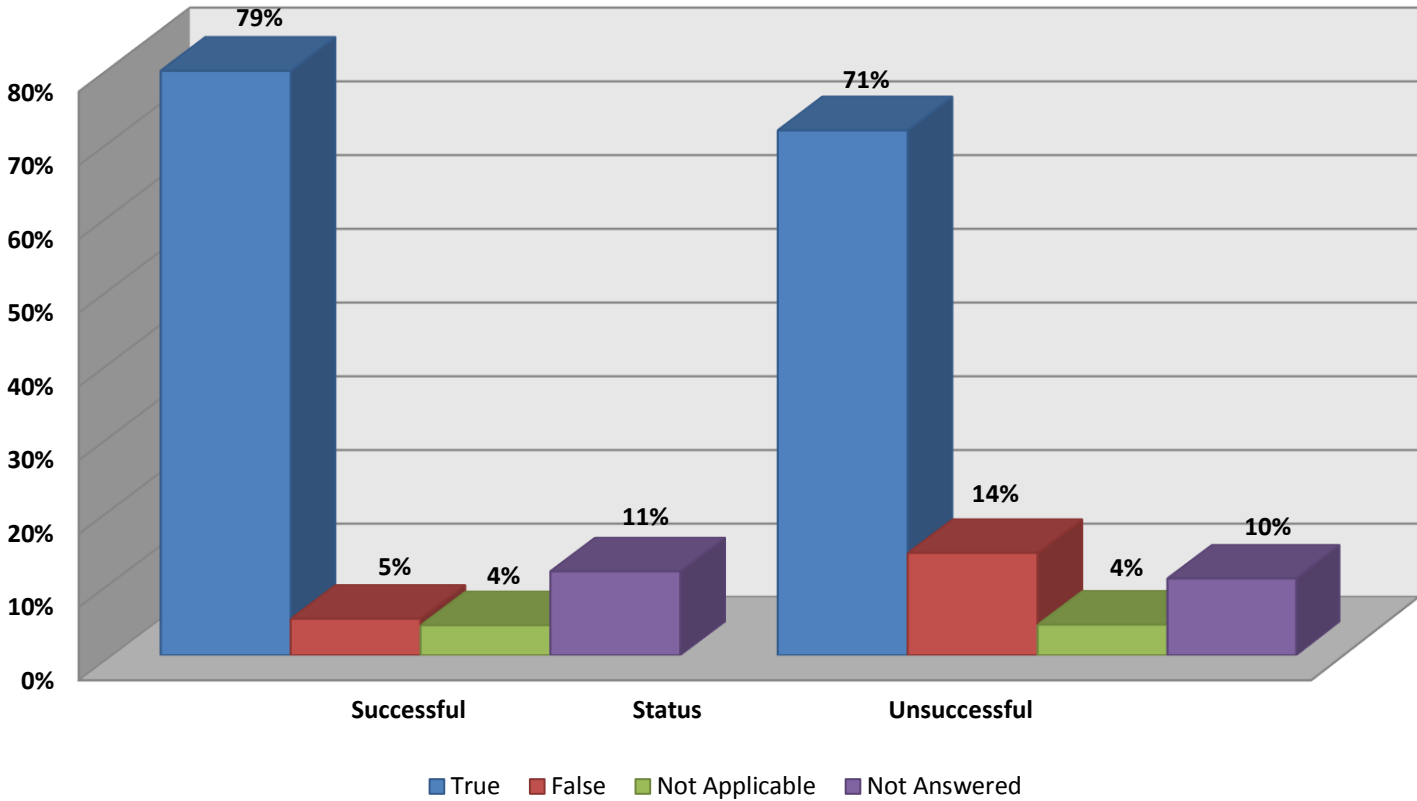
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	270	79%	102	71%	372	77%	18%	24%	21%
False	17	5%	20	14%	37	8%	27%	53%	43%
Not Applicable	14	4%	6	4%	20	4%	27%	24%	25%
Not Answered	39	11%	15	10%	54	11%	27%	0%	11%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue

5%, 17 of 340 staff did NOT inform them of their need to be involved in the eligibility determination process

14%, 20 of 143 staff did NOT inform them of their need to be involved in the eligibility determination process

12c. Staff involved me in determining my eligibility services?



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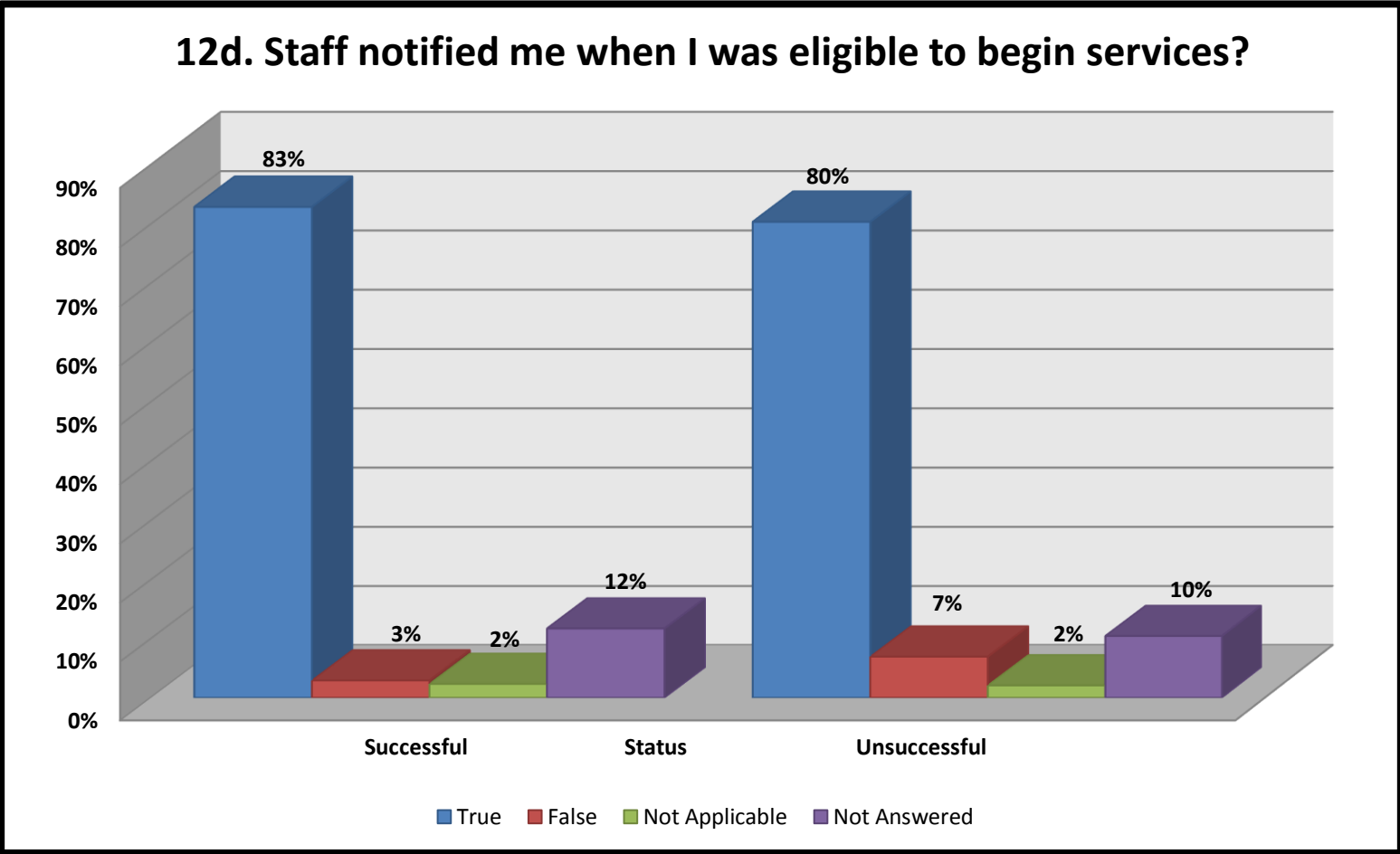
12d. Staff notified me when I was eligible to begin services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	282	83%	115	80%	0	0%	55%	41%	32%
False	10	3%	10	7%	2	100%	0%	41%	32%
Not Applicable	8	2%	3	2%	0	0%	18%	18%	23%
Not Answered	40	12%	15	10%	0	0%	27%	0%	14%
Total	340	100%	143	100%	2	100%	100%	100%	100%

Not really an issue

3%, 10 of 340 staff did NOT notify them of when they were eligible to begin services

7%, 10 of 143 staff did NOT notify them of when they were eligible to begin services



13. My Plan for Employment was carried out to my satisfaction?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	234	69%	59	41%	293	61%	71%	37%	63%
Mostly True	52	15%	21	15%	73	15%	17%	23%	18%
Mostly Untrue	10	3%	13	9%	23	5%	3%	10%	5%
Untrue	25	7%	39	27%	64	13%	4%	20%	8%
Not Answered	19	6%	11	8%	30	6%	5%	10%	6%
Total	340	100%	143	100%	483	100%	100%	100%	100%

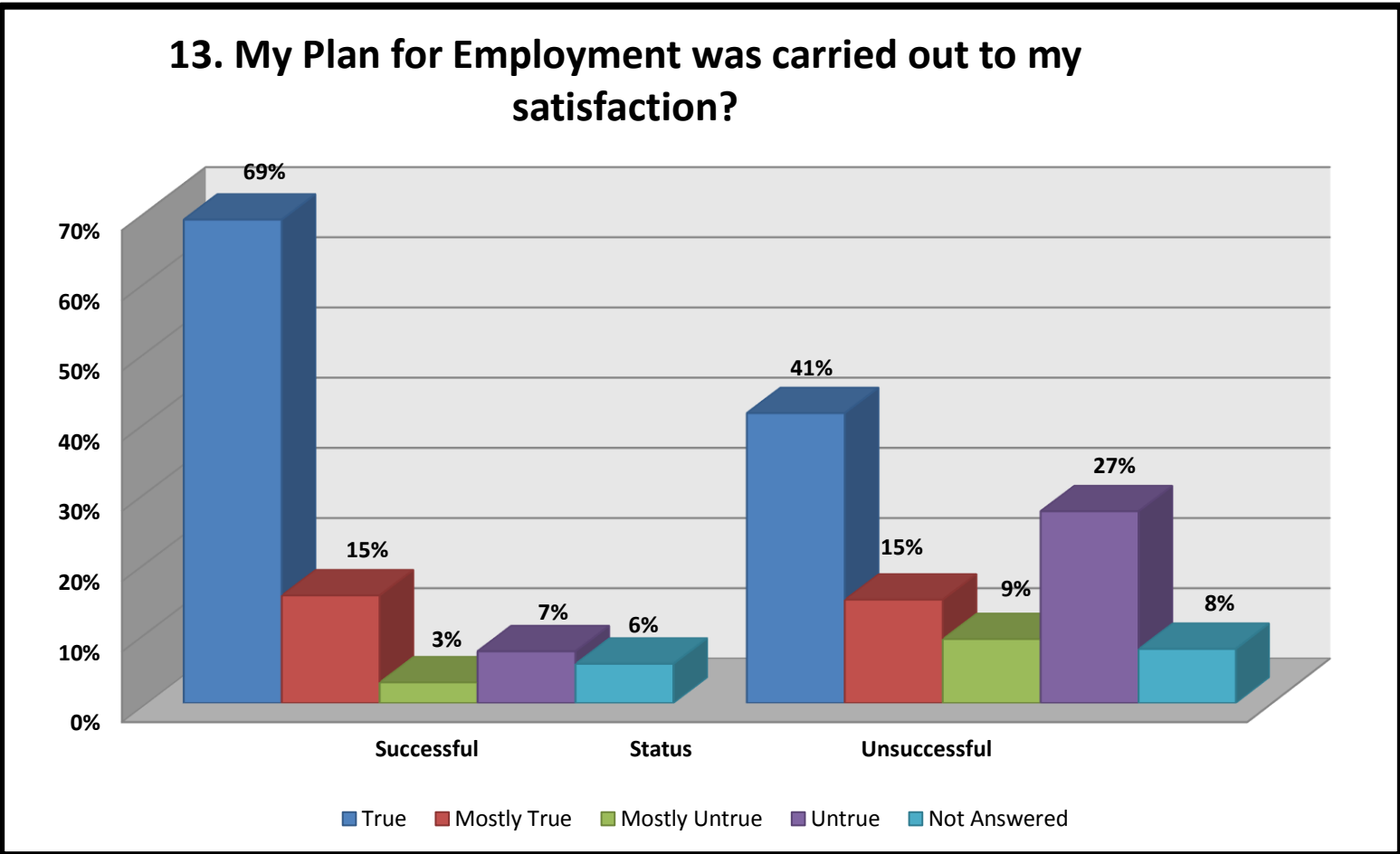
Noticeable difference in those placed vs not placed 36% to 10%

84%, 286 of 340 had their IPE carried out to their satisfaction

56%, 80 of 143 had their IPE carried out to their satisfaction

10%, 35 of 340 did NOT have their IPE carried out to their satisfaction

36%, 52 of 143 did NOT have their IPE carried out to their satisfaction



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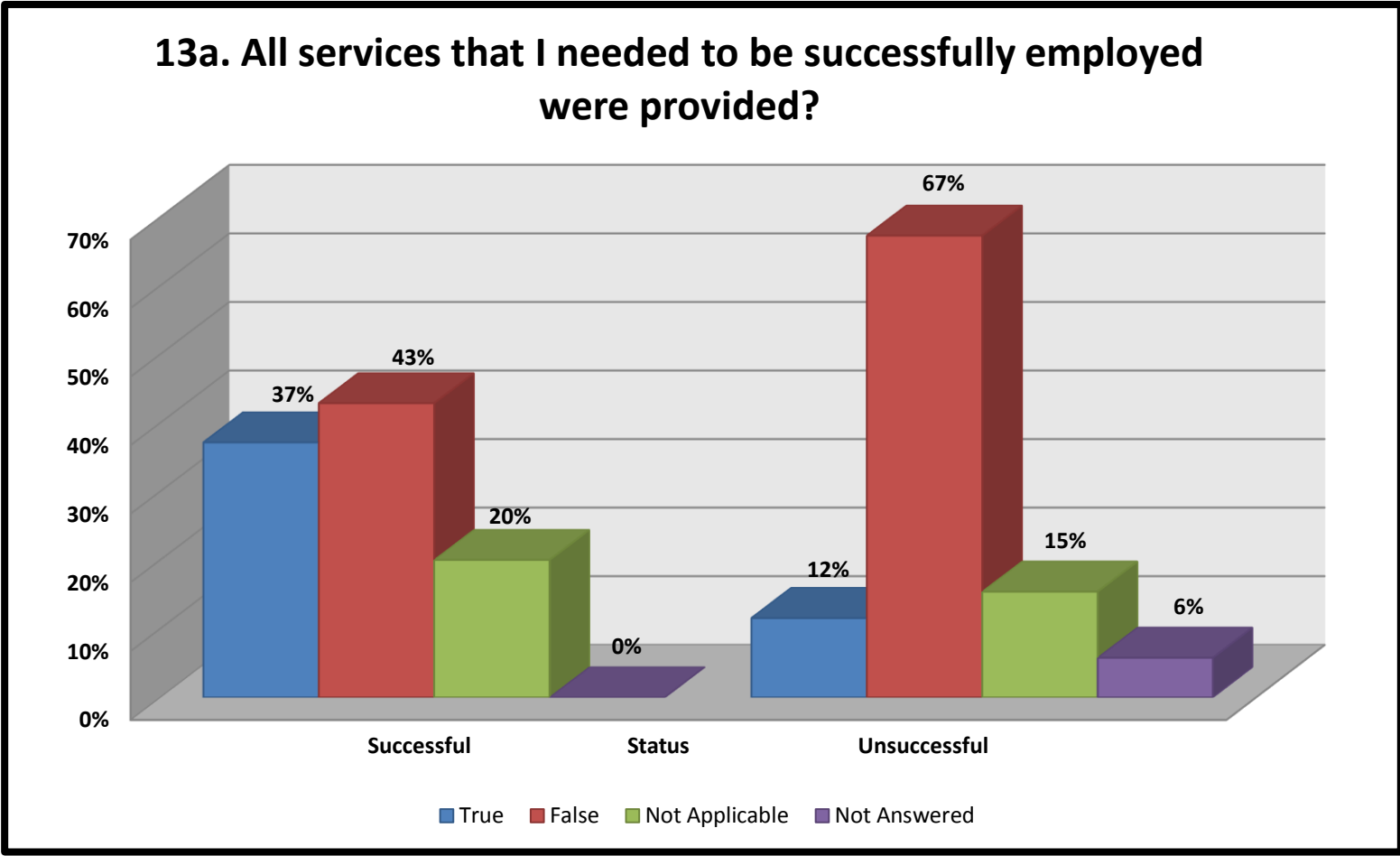
13a. All services that I needed to be successfully employed were provided?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	13	37%	6	12%	19	22%	26%	27%	27%
False	15	43%	35	67%	50	57%	48%	58%	54%
Not Applicable	7	20%	8	15%	15	17%	13%	15%	14%
Not Answered	0	0%	3	6%	3	3%	13%	0%	5%
Total	35	100%	52	100%	87	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

4%, 15 of 35 of 340 NOT all services on their plan were needed for them to achieve their employment goal

24%, 35 of 52 of 143 NOT all services on their plan were needed for them to achieve their employment goal



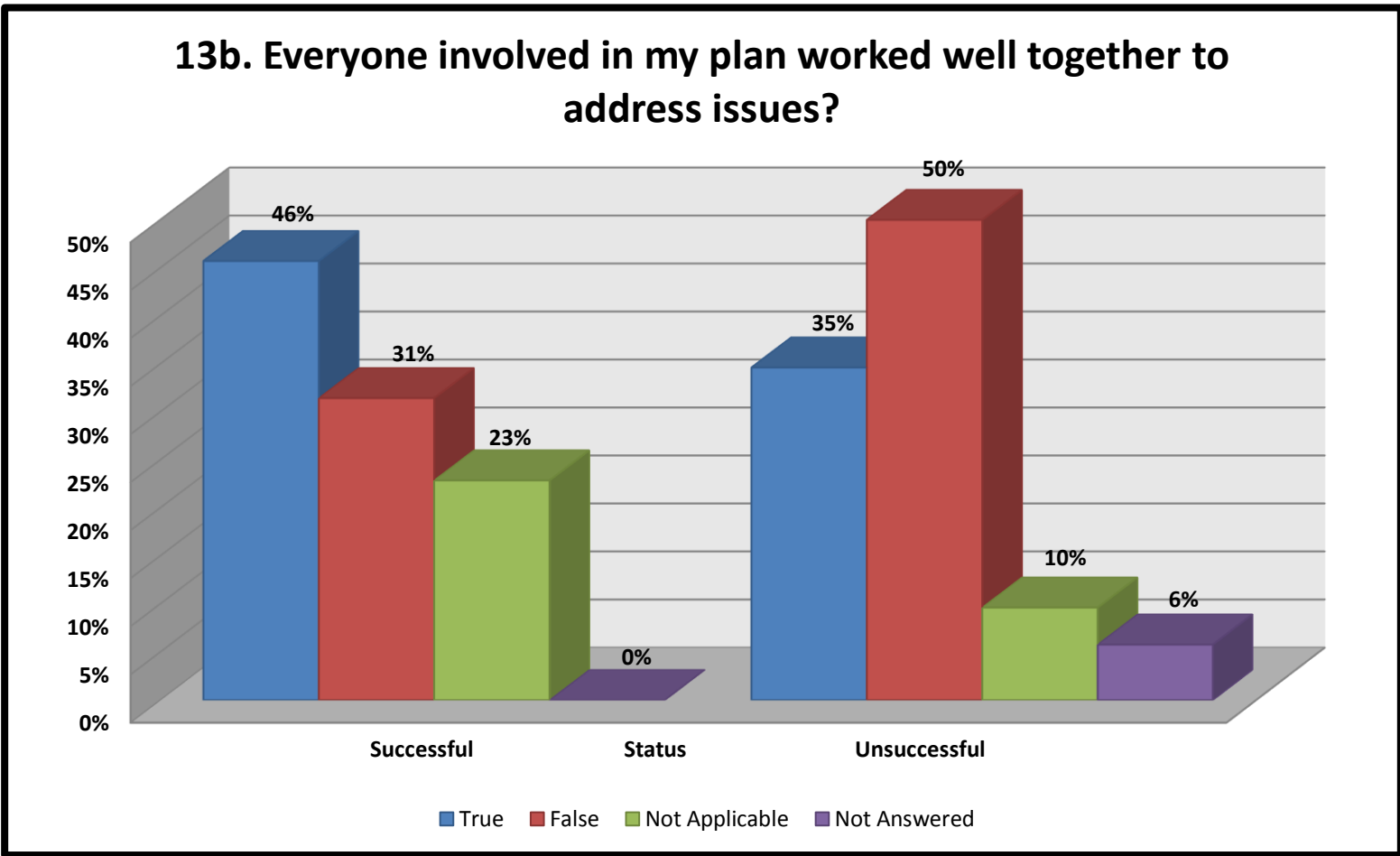
13b. Everyone involved in my plan worked well together to address issues?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	16	46%	18	35%	34	39%	26%	18%	21%
False	11	31%	26	50%	37	43%	48%	61%	55%
Not Applicable	8	23%	5	10%	13	15%	13%	21%	18%
Not Answered	0	0%	3	6%	3	3%	13%	0%	5%
Total	35	100%	52	100%	87	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

3%, 11 of 35 of 340 NOT everyone involved in their plan worked well together to address issue

18%, 26 of 52 of 143 NOT everyone involved in their plan worked well together to address issue



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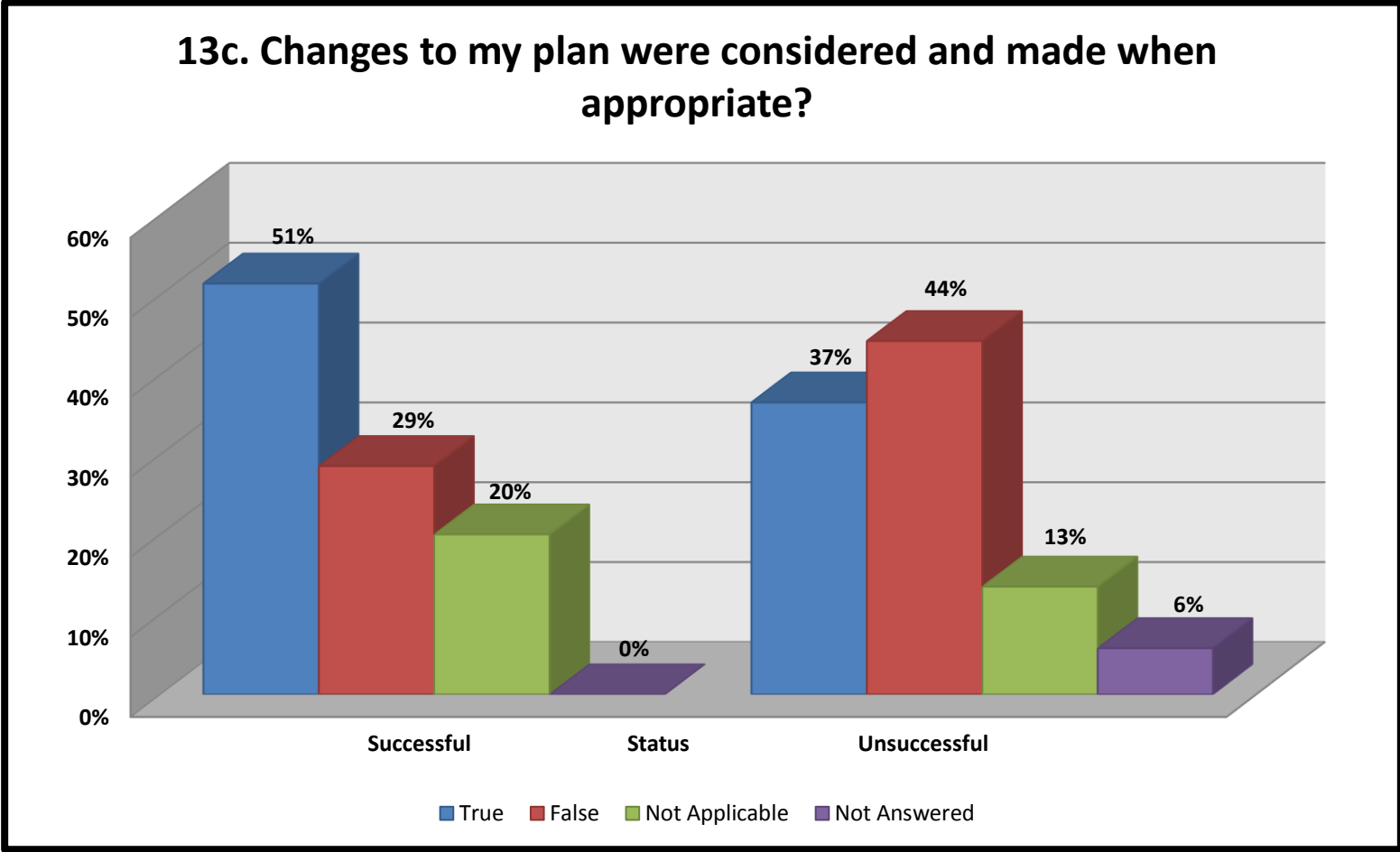
13c. Changes to my plan were considered and made when appropriate?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	18	51%	19	37%	37	43%	39%	30%	34%
False	10	29%	23	44%	33	38%	39%	48%	45%
Not Applicable	7	20%	7	13%	14	16%	9%	18%	14%
Not Answered	0	0%	3	6%	3	3%	13%	3%	7%
Total	35	100%	52	100%	87	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is over 1 in 7.

3%, 10 of 35 of 340 changes to their plans were NOT considered or made when appropriate

16%, 23 of 52 of 143 changes to their plans were NOT considered or made when appropriate



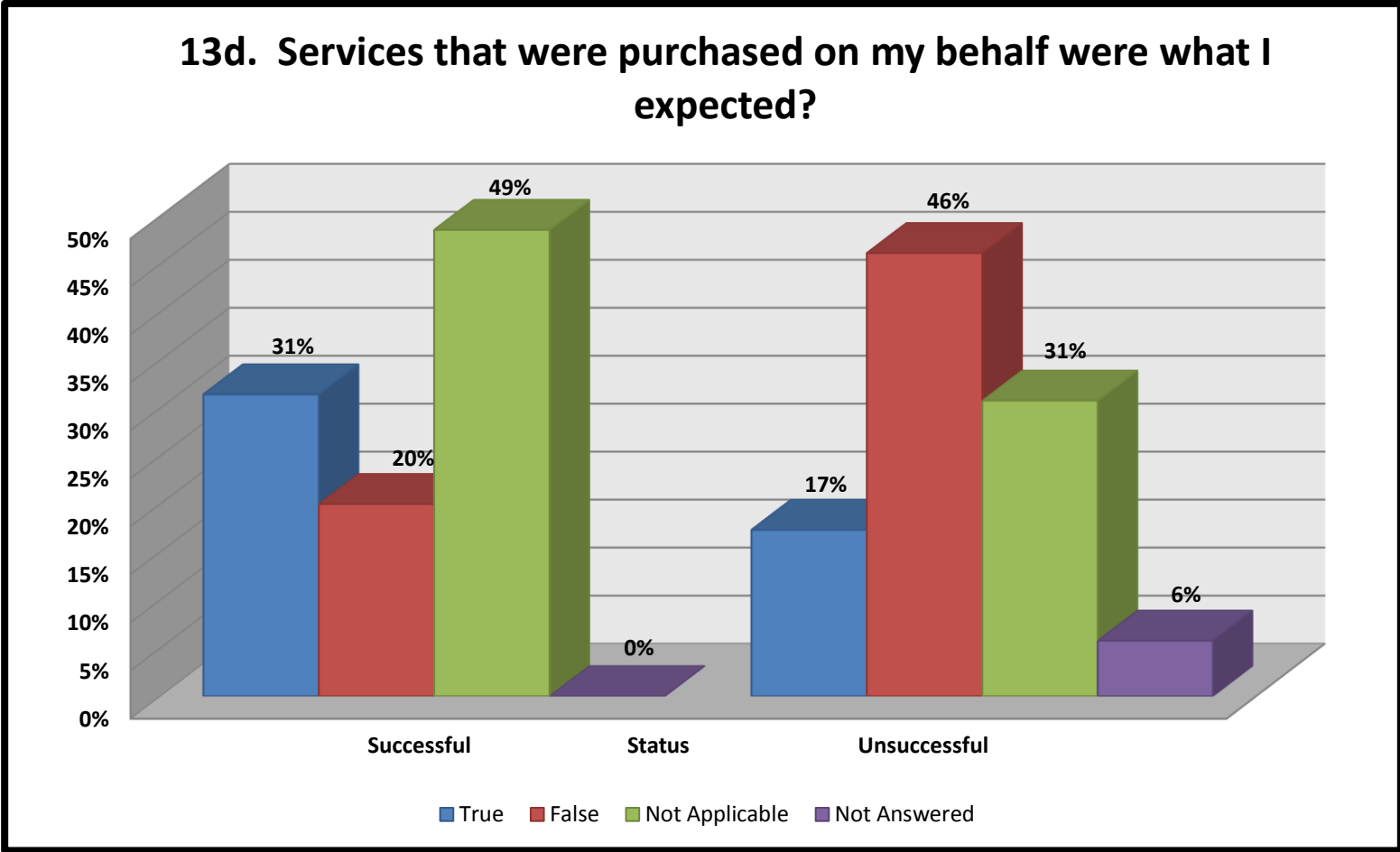
13d. Services that were purchased on my behalf were what I expected?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	11	31%	9	17%	20	23%	13%	9%	11%
False	7	20%	24	46%	31	36%	52%	58%	55%
Not Applicable	17	49%	16	31%	33	38%	22%	30%	27%
Not Answered	0	0%	3	6%	3	3%	13%	3%	7%
Total	35	100%	52	100%	87	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 6.

2%, 7 of 35 of 340 vendors and community partners did NOT provide services consistent with their plan

17%, 24 of 52 of 143 vendors and community partners did NOT provide services consistent with their plan



2016 Consumer Satisfaction Survey

14. VR staff adequately accommodated my disability?

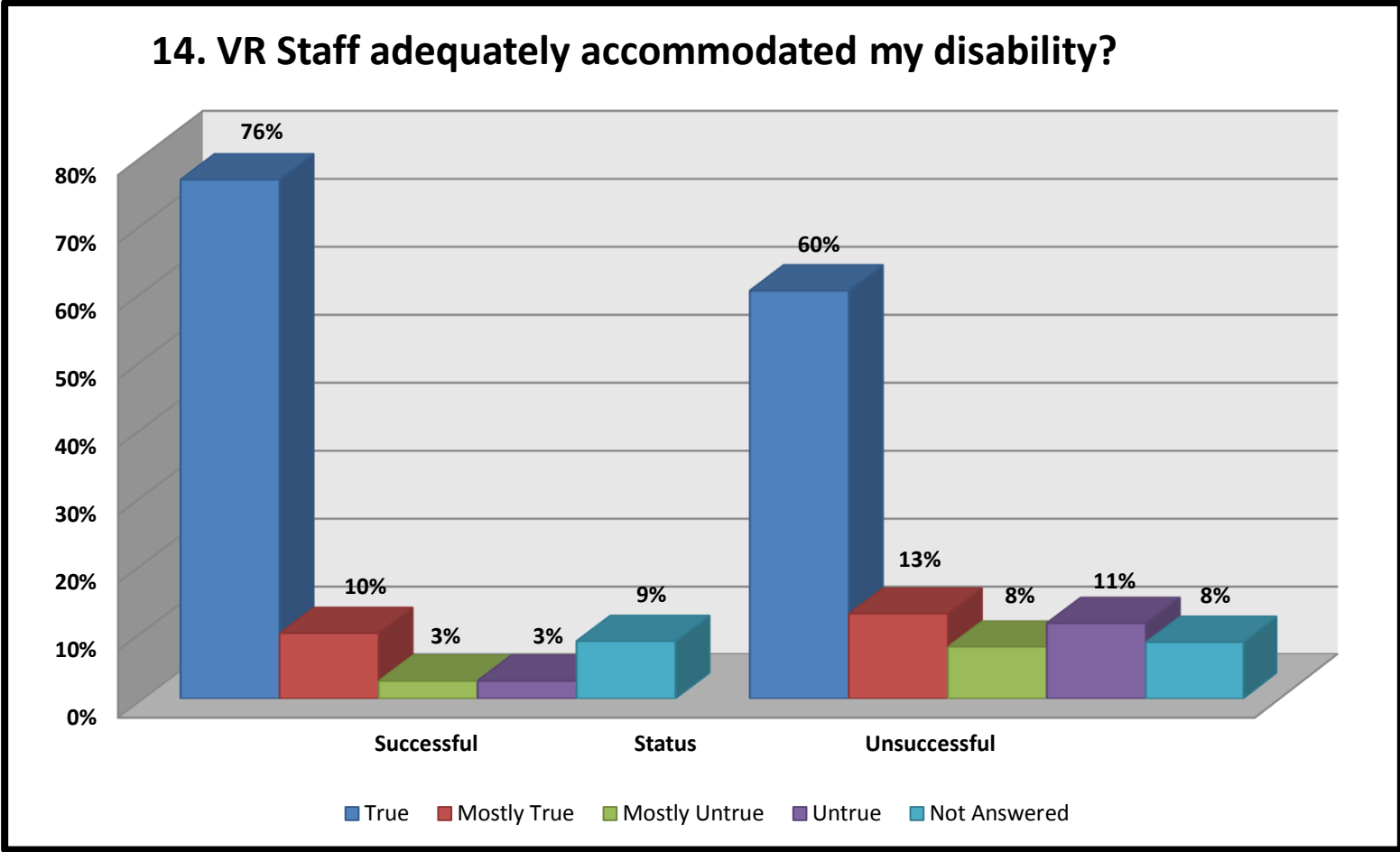
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	260	76%	86	60%	346	72%	72%	43%	65%
Mostly True	33	10%	18	13%	51	11%	19%	23%	20%
Mostly Untrue	9	3%	11	8%	20	4%	2%	10%	4%
Untrue	9	3%	16	11%	25	5%	2%	15%	5%
Not Answered	29	9%	12	8%	41	8%	5%	9%	6%
Total	340	100%	143	100%	483	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

86%, 293 of 340 their disabling condition was adequately accommodated
73%, 104 of 143 their disabling condition was adequately accommodated

5%, 18 of 340 their disabling condition was NOT adequately accommodated

19%, 27 of 143 their disabling condition was NOT adequately accommodated



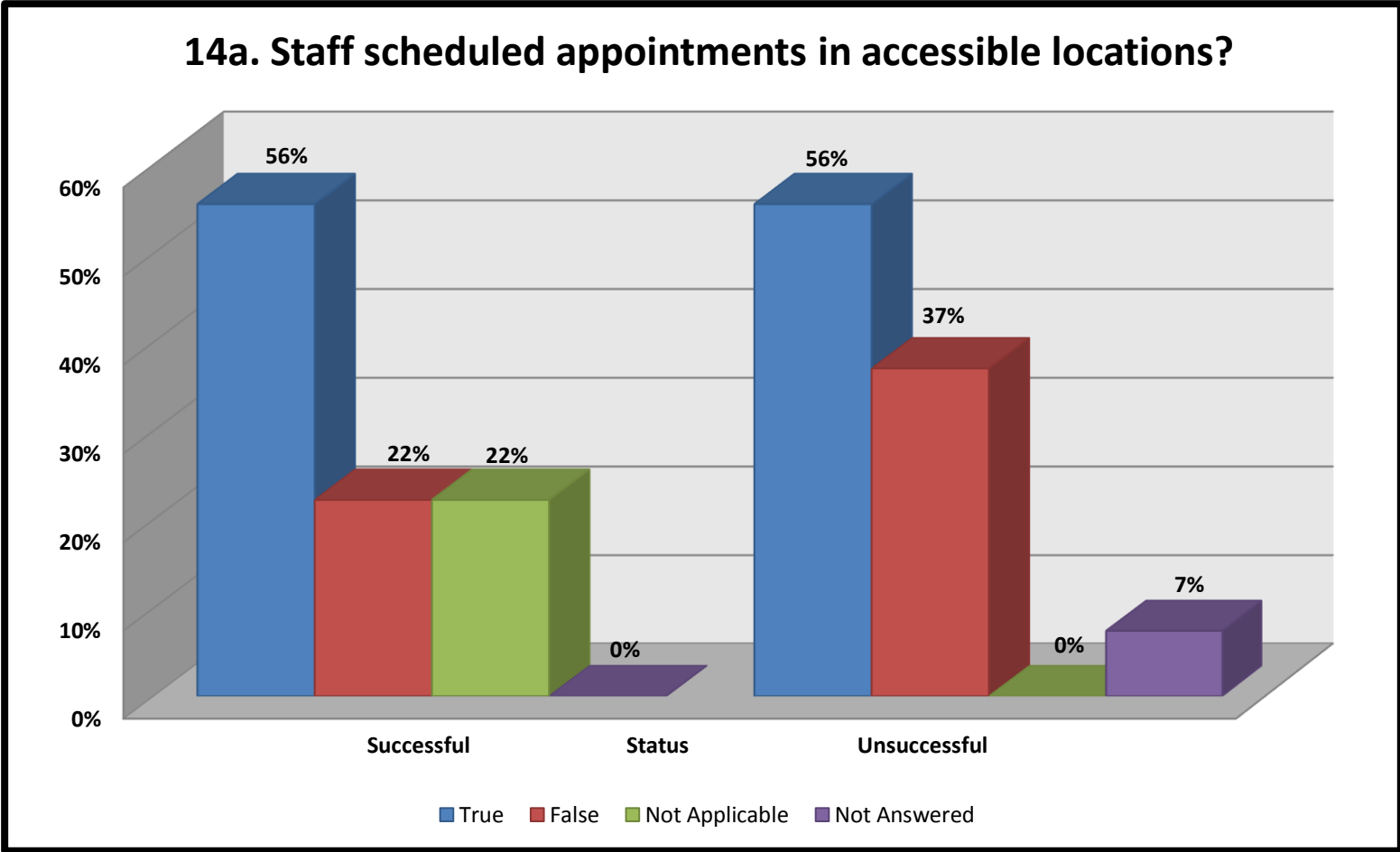
14a. Staff scheduled appointments in accessible locations?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	10	56%	15	56%	25	56%	60%	63%	62%
False	4	22%	10	37%	14	31%	20%	26%	24%
Not Applicable	4	22%	0	0%	4	9%	7%	7%	7%
Not Answered	0	0%	2	7%	2	4%	13%	4%	7%
Total	18	100%	27	100%	45	100%	100%	100%	100%

This is pretty much a non-issue

1%, 4 of 18 of 340 staff did NOT schedule appointments in accessible locations

7%, 10 of 27 of 143 staff did NOT schedule appointments in accessible locations



2016 Consumer Satisfaction Survey

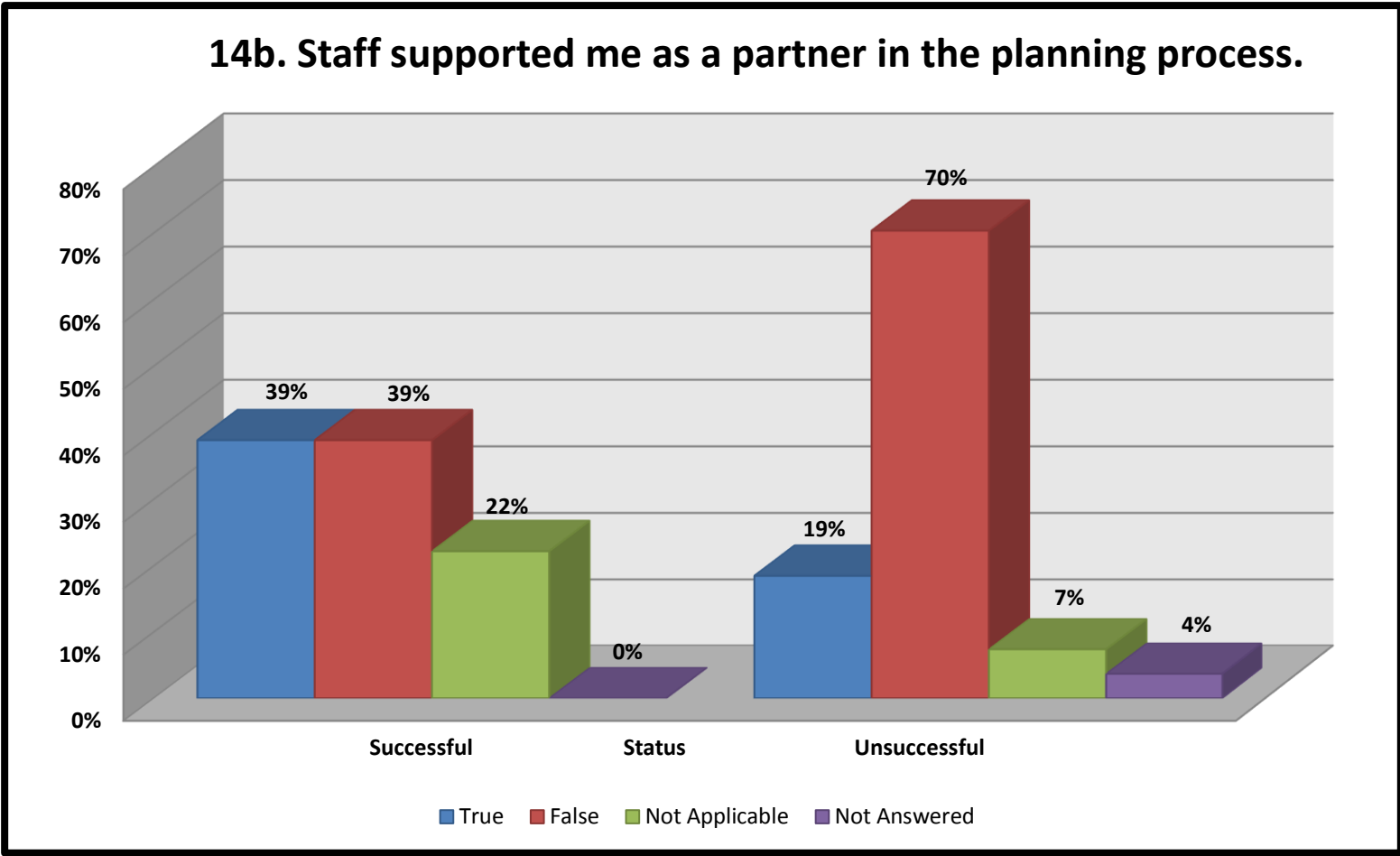
14b. Staff supported me as a partner in the planning process.

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	7	39%	5	19%	12	27%	20%	30%	26%
False	7	39%	19	70%	26	58%	53%	63%	60%
Not Applicable	4	22%	2	7%	6	13%	13%	4%	7%
Not Answered	0	0%	1	4%	1	2%	13%	4%	7%
Total	18	100%	27	100%	45	100%	100%	100%	100%

This has a wide descrepancy between those with placements and those without

2%, 7 of 18 of 340 staff did NOT support me as a partner in the planning process

13%, 19 of 27 of 143 staff did NOT support me as a partner in the planning process



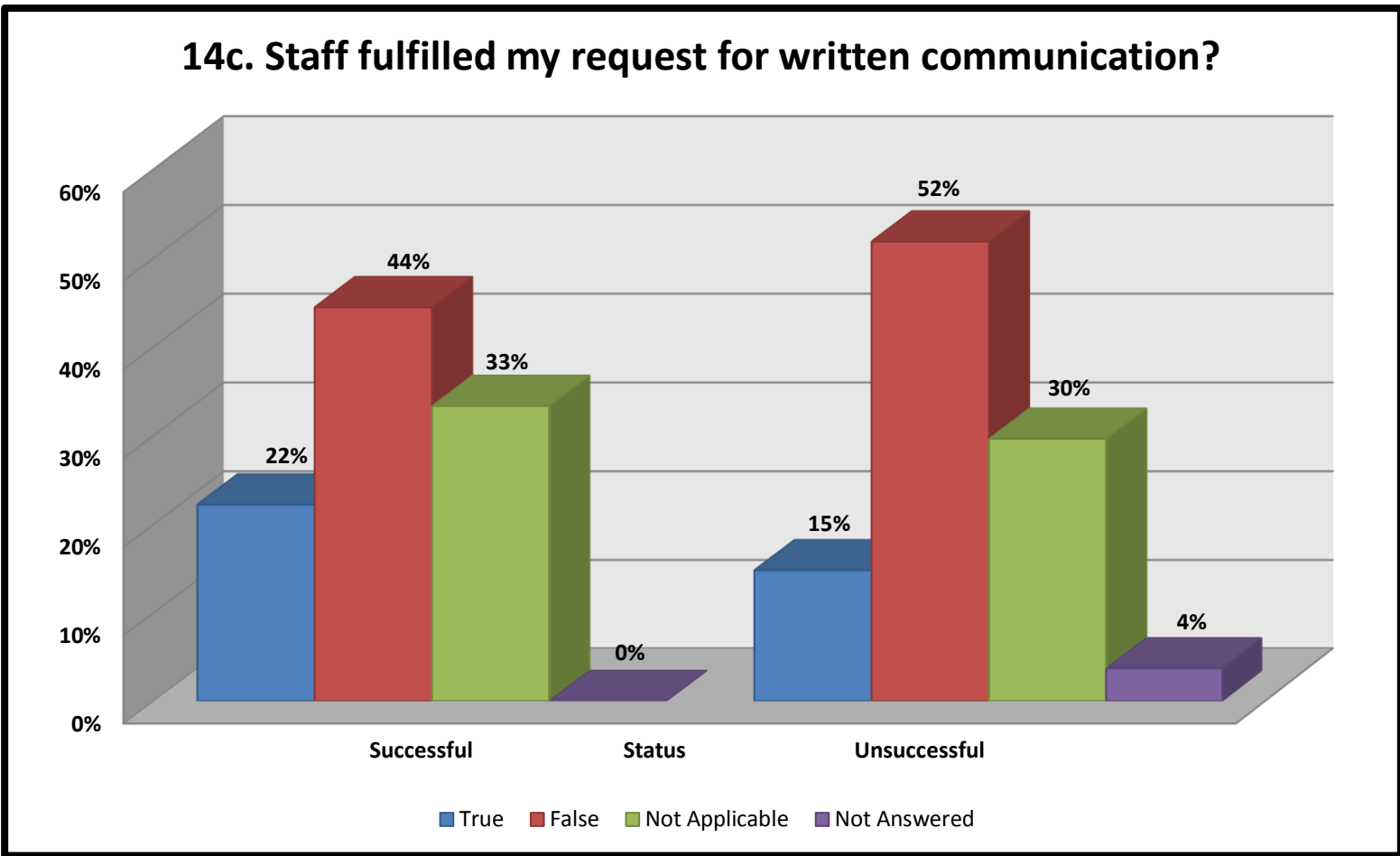
14c. Staff fulfilled my request for written communication?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	4	22%	4	15%	8	18%	27%	37%	33%
False	8	44%	14	52%	22	49%	33%	59%	50%
Not Applicable	6	33%	8	30%	14	31%	27%	0%	10%
Not Answered	0	0%	1	4%	1	2%	13%	4%	7%
Total	18	100%	27	100%	45	100%	100%	100%	100%

This is pretty much a non-issue

2%, 8 of 18 of 340 staff did NOT fulfill their request for written communication

10%, 14 of 27 of 143 staff did NOT fulfill their request for written communication



2016 Consumer Satisfaction Survey

14d. Staff referred me to community partners who understood my disability?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	28%	1	4%	6	13%	0%	11%	7%
False	11	61%	22	81%	33	73%	60%	78%	71%
Not Applicable	2	11%	3	11%	5	11%	27%	7%	14%
Not Answered	0	0%	1	4%	1	2%	13%	4%	7%
Total	18	100%	27	100%	45	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 6.

3%, 11 of 18 of 340 staff did NOT refer them to community partners who understood their disability

15%, 22 of 27 of 143 staff did NOT refer them to community partners who understood their disability

